

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE		PAGE OF PAGES 1   2	
2. AMENDMENT/MODIFICATION NO. 001		3. EFFECTIVE DATE See Block 16C		4. REQUISITION/PURCHASE REQ. NO.	
5. PROJECT NO. (If applicable)		6. ISSUED BY HPOD		7. ADMINISTERED BY (If other than item 6) HPOD	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) ELECTRONIC CONSULTING SERVICES, INC. 2750 PROSPERITY AVENUE, SUITE 600 7032701540 FAIRFAX VA 220314312		(x) 9A. AMENDMENT OF SOLICITATION NO.		9B. DATED (SEE ITEM 11)	
CODE (b)(4)		FACILITY CODE		10A. MODIFICATION OF CONTRACT/ORDER NO. GS-35F-0601K EP-G12H-00442 10B. DATED (SEE ITEM 13) 07/30/2012	

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

☐ The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

**12. ACCOUNTING AND APPROPRIATION DATA (If required)**

**13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: Mutual Agreement of the Parties
X	D. OTHER (Specify type of modification and authority) EPAAR 1552.235-76, EPAAR 1552.235-78

**E. IMPORTANT:** Contractor ☐ is not, ☒ is required to sign this document and return 1 copies to the issuing office.

**14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)**

**EZ TECH SERVICES**

**TOPO: Holly Fenderson**

This modification changes the title of the contract to "EZ TECH SERVICES" and deletes references to "Managed Desktop Services and Support" or "MDSS". Additionally, the following clauses are added to section 11.1 of the contract entitled "Notice of Clauses Incorporated by Reference": EPAAR 1552.235-76 TREATMENT OF CONFIDENTIAL BUSINESS INFORMATION (TSCA) (APR 1996) and EPAAR 1552.235-78 DATA SECURITY FOR TOXIC SUBSTANCES CONTROL ACT CONFIDENTIAL BUSINESS INFORMATION (DEC 1997). All other terms and conditions remain unchanged.

Period of Performance: 08/01/2012 to 09/30/2013

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) BRET J. SURBEY DIRECTOR OF CONTRACTS		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Jessica White	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)		15C. DATE SIGNED 08/23/12	16B. UNITED STATES OF AMERICA (Signature of Contracting Officer) Jessica White
		16C. DATE SIGNED 08/23/12	

**Title:** EZ TECH SERVICES  
**Contract No:** GS-35F-0601K  
**Order No:** EP-G12H-00442  
**Mod No.:** 0001

## CONTRACT

### Order Ceiling Amounts and Funding Allocation

Period ►	Base	Option Pd I*	Option Pd II*	Option Pd III*	Total
Order Ceiling	\$11,480,031.00	\$0.00	\$0.00	\$0.00	\$11,480,031.00
Funding this action	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Amount previously funded	\$1,500,000.00	\$0.00	\$0.00	\$0.00	\$1,500,000.00
Total funding	\$1,500,000.00	\$0.00	\$0.00	\$0.00	\$1,500,000.00
Amount to fully fund	\$9,980,031.00	\$0.00	\$0.00	\$0.00	\$9,980,031.00

a. **Ceiling Price.** The authorized ceiling on this task order is \$11,480,031.00. The contractor shall not exceed this amount without prior written approval of the Contracting Officer via task order modification.

b. **Funding.** The current level of funding is \$1,500,000.00. As a result of these available funds, effort expended by the contractor under this order shall not exceed \$1,500,000.00. The Government is not obligated to reimburse the contractor for costs invoiced in excess of the amount of funding shown above.

### Funding Allocation by Contract Line Item Number

CLIN Description	Funded Amount
Phase-In Transition Support	\$15,170.00
Basic Support	\$1,364,049.00
Ad Hoc and Emergency Support	\$120,781.00
High Computing Users	\$0.00
Users with Computers Connected to Lab Equipment	\$0.00
Additional Emergency and Surge Support	\$0.00
MAC Bulk Moves	\$0.00
Isolated CBI Support	\$0.00
Future Projects and Services	\$0.00
<b>TOTAL FUNDING</b>	<b>\$1,500,000.00</b>

### List of Attachments

Attachment No.	Attachment Title	Number of Pages
1	Task Order Terms and Conditions	58



**ENVIRONMENTAL PROTECTION AGENCY**

**EZ TECH SERVICES**

**TASK ORDER  
TERMS AND CONDITIONS**

**GSA SCHEDULE CONTRACT No.:  
GS-35F-0601K**

**TASK ORDER No.:  
EP-G12H-00442**

## Table of Contents

1.	STATEMENT OF WORK .....	3
2.	CEILING PRICE .....	3
3.	PERIOD OF PERFORMANCE.....	3
4.	CONTRACT LINE ITEM NUMBERS (CLINs).....	3
	BASE PERIOD.....	3
	ITEM 0001 - Phase-In Transition Support.....	3
	ITEM 0002 - Basic Support .....	4
	ITEM 0003 - Ad Hoc and Emergency Support.....	6
	OPTION ITEM 0004 - High Computing Users .....	7
	OPTION ITEM 0005 - Users with Computers Connected to Laboratory Equipment.....	8
	OPTION ITEM 0006 - Additional Emergency and Surge Support .....	8
	OPTION ITEM 0007 - MAC Bulk Moves .....	9
	OPTION ITEM 0008 - Isolated CBI Support .....	9
	OPTION ITEM 0009 - Future Projects and Services .....	10
	OPTION ITEM 0010 - Phase-Out Transition Support.....	10
	OPTION PERIOD I.....	11
	ITEM 0102 - Basic Support .....	11
	ITEM 0103 - Ad Hoc and Emergency Support.....	13
	OPTION ITEM 0104 - High Computing Users .....	14
	OPTION ITEM 0105 - Users with Computers Connected to Laboratory Equipment.....	14
	OPTION ITEM 0106 - Additional Emergency and Surge Support .....	14
	OPTION ITEM 0107 - MAC Bulk Moves .....	15
	OPTION ITEM 0108 - Isolated CBI Support .....	15
	OPTION ITEM 0109 - Future Projects and Services .....	15
	OPTION ITEM 0110 - Phase-Out Transition Support.....	16
	OPTION PERIOD II.....	16
	ITEM 0202 - Basic Support .....	16
	ITEM 0203 - Ad Hoc and Emergency Support.....	18
	OPTION ITEM 0204 - High Computing Users .....	19
	OPTION ITEM 0205 - Users with Computers Connected to Laboratory Equipment.....	19
	OPTION ITEM 0206 - Additional Emergency and Surge Support .....	20
	OPTION ITEM 0207 - MAC Bulk Moves .....	20
	OPTION ITEM 0208 - Isolated CBI Support .....	20
	OPTION ITEM 0209 - Future Projects and Services .....	21
	OPTION ITEM 0210 - Phase-Out Transition Support.....	21
	OPTION PERIOD III.....	22
	ITEM 0302 - Basic Support .....	22
	ITEM 0303 - Ad Hoc and Emergency Support.....	23
	OPTION ITEM 0304 - High Computing Users .....	25
	OPTION ITEM 0305 - Users with Computers Connected to Laboratory Equipment.....	25
	OPTION ITEM 0306 - Additional Emergency and Surge Support .....	25
	OPTION ITEM 0307 - MAC Bulk Moves .....	26
	OPTION ITEM 0308 - Isolated CBI Support .....	26
	OPTION ITEM 0309 - Future Projects and Services .....	26
	OPTION ITEM 0310 - Phase-Out Transition Support.....	27
5.	ORDERING UNDER OPTIONAL CLINs .....	27
6.	INVOICES - RTP FINANCE .....	29
7.	OTHER DIRECT COSTS .....	29
8.	APPROVAL OF CONTRACTOR TRAVEL.....	30
9.	MONTHLY FIXED PRICE FINANCIAL REPORT.....	31
10.	CONTRACT ADMINISTRATION REPRESENTATIVES .....	32
11.	TASK ORDER SPECIAL TERMS AND CONDITIONS .....	33
	11.1 Notice of Clauses Incorporated by Reference .....	33



## EZ TECH SERVICES

GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442

11.2 Option to Extend the Term of the Contract Fixed Price (EPAAR 1552.217-77) (OCT 2000) Deviation .....	35
11.3 Indirect Costs (EPAAR 1552.242-70) (APR 1984).....	35
11.4 Key Personnel (EPAAR 1552.237-72) (APR 1984).....	37
11.5 Warranty of Services (FAR 52.246-20) (MAY 2001).....	38
11.6 Submission of Invoices Alternate I (EPAAR 1552.232-70) (JUN 1996) Deviation.....	39
11.7 Government Property (EPAAR 1552.245-70).....	40
11.8 Designation of Property Coordinator.....	44
11.9 Government Furnished Data (EPAAR 1552.245-71) (SEP 2009) .....	45
11.10 Tax .....	45
11.11 Unpaid Federal Tax Liability & Felony Criminal Violation Certification (EPA- 2012-10) (APR 2012) .....	45
11.12 Clauses Incorporated by Reference (FAR 52.252-2) (FEB 1998).....	46
11.13 Contractor Quote Incorporated by Reference .....	46
<b>ATTACHMENTS .....</b>	<b>47</b>
Attachment I, Statement of Work .....	48
Attachment II, Agency Security Requirements for Contractor Personnel .....	49
Attachment III, Tiered User Support Pricing.....	54
Attachment IV, Fixed Loaded Labor Rates .....	55
Attachment V, Labor Categories .....	56
Attachment VI, Monthly Fixed Price Financial Report.....	57

## EZ TECH SERVICES

### 1. STATEMENT OF WORK

The contractor shall comply with the Attachment I, the EZ TECH SERVICES Statement of Work (SOW).

### 2. CEILING PRICE

The ceiling price of this task order is **\$75,726,084.00**, inclusive of the Base and Option Periods for all Contract Line Item Numbers (CLINs).

### 3. PERIOD OF PERFORMANCE

The period of performance of this task order is as follows:

Base Period:	Task Order Award thru September 30, 2013
Option Period I:	October 1, 2013 thru September 30, 2014
Option Period II:	October 1, 2014 thru September 30, 2015
Option Period III:	October 1, 2015 thru September 30, 2016

### 4. CONTRACT LINE ITEM NUMBERS (CLINs)

#### BASE PERIOD

#### ITEM 0001 - Phase-In Transition Support

(a) **Period of Performance:** Date of Award – September 30, 2012

(b) **CLIN Pricing:** The fixed price of this CLIN is **\$15,170.00**. Refer to the following section(s) of the SOW for a description of services to be included in the fixed price of this CLIN:

<u>Section</u>	<u>Title</u>
4.1.1	Phase In
4.6.2	Phase In Plan

(c) **Invoicing:** Invoices shall be submitted in accordance with section 6. Invoices – RTP Finance.

## EZ TECH SERVICES

GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442

(d) **Inspection and Acceptance:** Performance will be inspected and accepted in accordance with FAR 52.246-4, Inspection of Services—Fixed Price (AUG 1996).

(e) **Payment:** Payment shall be made within 30 calendar days of receipt of the contractor's invoice and based on successful completion, inspection, and acceptance of the services required by the SOW as set forth in paragraph (b) above and in accordance with the following payment schedule:

CLIN	Description	Fixed Price	Quantity	Unit of Measure	Total Price
0001	Phase-In Transition Support	\$15,170.00	1	Lot	\$15,170.00

**ITEM 0002 - Basic Support**

(a) **Period of Performance:** October 1, 2012 – September 30, 2013

(b) **CLIN Pricing:** The fixed price of this CLIN is **\$11,344,080.00**, in accordance with the Contractor's proposed Tiered User Support Pricing (Attachment III). Refer to the following section(s) of the SOW for a description of services to be included in the fixed price of this CLIN:

Section	Title
1.5.4	Assistive Technology Center
1.5.5	Training and Conference Room Support
2.1.6	Section 508
3	Service Requirements, except those areas identified as "Special Projects" or "Optional"
4	Program and Task Management, except those areas identified as "Special Projects" or "Optional"

This price will be updated based on the actual number of users, as follows:

CLIN Option	Description	Annual Seat Fixed Price	Minimum Quantity	Maximum Quantity	Unit of Measure	Total Price
0002A	Basic Support	\$(b)(4)	11,500	11,500	Seats	\$(b)(4)
0002B	Basic Support	\$	11,501	12,000	Seats	\$
0002C	Basic Support	\$	12,001	12,500	Seats	\$

## EZ TECH SERVICES

GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442

0002D	Basic Support	\$	(b)(4)	12,501	13,000	Seats	\$	(b)(4)
0002E	Basic Support	\$	(b)(4)	13,001	13,500	Seats	\$	(b)(4)
0002F	Basic Support	\$	(b)(4)	13,501	14,000	Seats	\$	(b)(4)
0002G	Basic Support	\$	(b)(4)	14,001	14,500	Seats	\$	(b)(4)
0002H	Basic Support	\$	(b)(4)	14,501	15,000	Seats	\$	(b)(4)
0002I	Basic Support	\$	(b)(4)	15,001	15,500	Seats	\$	(b)(4)
0002J	Basic Support	\$	(b)(4)	15,501	16,000	Seats	\$	(b)(4)
0002K	Basic Support	\$	(b)(4)	16,001	16,500	Seats	\$	(b)(4)
0002L	Basic Support	\$	(b)(4)	16,501	17,000	Seats	\$	(b)(4)
0002M	Basic Support	\$	(b)(4)	17,001	17,500	Seats	\$	(b)(4)
0002N	Basic Support	\$	(b)(4)	17,501	18,000	Seats	\$	(b)(4)
0002O	Basic Support	\$	(b)(4)	18,001	18,500	Seats	\$	(b)(4)
0002P	Basic Support	\$	(b)(4)	18,501	19,000	Seats	\$	(b)(4)
0002Q	Basic Support	\$	(b)(4)	19,001	19,500	Seats	\$	(b)(4)
0002R	Basic Support	\$	(b)(4)	19,501	20,000	Seats	\$	(b)(4)
0002S	Basic Support	\$	(b)(4)	20,001	20,500	Seats	\$	(b)(4)
0002T	Basic Support	\$	(b)(4)	20,501	21,000	Seats	\$	(b)(4)
0002U	Basic Support	\$	(b)(4)	21,001	21,500	Seats	\$	(b)(4)
0002V	Basic Support	\$	(b)(4)	21,501	22,000	Seats	\$	(b)(4)

## EZ TECH SERVICES

GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442

0002W	Basic Support	(b)(4)	22,001	22,500	Seats	\$	(b)(4)
0002X	Basic Support	(b)(4)	22,501	23,000	Seats	\$	(b)(4)
0002Y	Basic Support	(b)(4)	23,001	23,500	Seats	\$	(b)(4)
0002Z	Basic Support	(b)(4)	23,501	24,000	Seats	\$	(b)(4)

(c) **Invoicing:** Invoices shall be submitted in accordance with section 6. Invoices – RTP Finance.

(d) **Inspection and Acceptance:** Performance will be inspected and accepted in accordance with FAR 52.246-4, Inspection of Services—Fixed Price (AUG 1996), including conformance with the Service Level Agreements set forth in Appendix A.20 of the SOW.

(e) **Payment:** Payment shall be made within 30 calendar days of receipt of the contractor's monthly invoice and based on successful completion, inspection, and acceptance of the services required by the SOW as set forth in paragraph (d) below and in accordance with the following payment schedule:

CLIN	Description	Period of Performance		Monthly Fixed Price	Quantity	Unit of Measure	Total Price
		Begin	End				
0002	Basic Support	10/1/12	9/30/13	\$945,340.00	12	Months	\$11,344,080.00

### ITEM 0003 – Ad Hoc and Emergency Support

(a) **Period of Performance:** Date of Task Order Award – September 30, 2013

(b) **CLIN Pricing:** The ceiling price of this CLIN is **\$120,781.00, inclusive of Other Direct Costs (ODCs) with a not-to-exceed ceiling of \$100,000.00.** Work performed under this CLIN shall be billed at a rate less than or equal to those set forth in Attachment IV. Refer to the following section(s) of the SOW for a description of services to be included in the ceiling price of this CLIN:

<u>Section</u>	<u>Title</u>	<u>Subsection</u>
1.7.3	Support Levels	Emergency Support
4.8.2	Ad Hoc Reporting	

This CLIN covers work for which the process set forth in section 5. Ordering Under

Option CLINs is not feasible, which is of such a nature that a quote is not required. All work under this CLIN shall be performed on a T&M basis. Work performed under this CLIN shall be performed pursuant to Technical Direction issued by the COR or ACORs. Pricing for additional Ad Hoc and Emergency Support not included under this CLIN shall be under Optional CLIN 0006, Additional Emergency and Surge Support.

- (c) **Invoicing:** Invoices shall be submitted in accordance with EPAAR 1552.232-70, Submission of Invoices Alternate I (JUN 1996) Deviation.
- (d) **Inspection and Acceptance:** Performance will be inspected and accepted in accordance with FAR 52.246-6, Inspection—Time-and-Material and Labor-Hour (MAY 2001) unless specified otherwise in the task order modification.
- (e) **Payment:** Payment shall be made in accordance with FAR 52.232-7, Payments under Time-and-Materials and Labor-Hour Contracts (FEB 2007), and EPAAR 1552.232-73, Payments—Fixed-Rate Services Contract. Payment will be made within 30 calendar days of receipt of the contractor's monthly invoice, based on successful completion, inspection, and acceptance of the services required by the SOW as set forth in paragraph (d) below, and in accordance with the following payment schedule:

CLIN	Description	Loaded Labor Rate	Quantity	Unit of Measure	Ceiling Price
0003	Ad Hoc and Emergency Support	*	*	Hours	*

\*To be inserted by the government via Technical Direction at the time work is needed.

The fixed rates shown in Attachment IV shall apply for payment purposes for invoices submitted under this CLIN. Attachment V, Labor Categories, sets forth the definitions for each of the fixed rate labor categories. If circumstances driven by the nature of the work being performed or by the labor market warrant changes to the labor categories or specifications, Attachments IV and V may be modified by mutual agreement of the parties during contract performance.

#### **OPTION ITEM 0004 - High Computing Users**

- (a) **Period of Performance:** Same as Item 0003
- (b) **CLIN Pricing:** Refer to the following section(s) of the SOW for a description of services to be ordered under this CLIN:

<u>Section</u>	<u>Title</u>	<u>Subsection</u>
1.7.2	User Types	High Computing Users



Work for additional support ordered under this CLIN will be ordered and performed as set forth in section 5. Ordering Under Optional CLINs, and will be set forth in the task order modification ordering the work.

**(c) Invoicing:** Per Section 5, Ordering Under Optional CLINs.

**(d) Inspection and Acceptance:** Per Section 5, Ordering Under Optional CLINs.

**(e) Payment:** Per Section 5, Ordering Under Optional CLINs.

**OPTION ITEM 0005 - Users with Computers Connected to Laboratory Equipment**

**(a) Period of Performance:** Same as Item 0003

**(b) CLIN Pricing:** Refer to the following section(s) of the SOW for a description of services to be ordered under this CLIN:

<u>Section</u>	<u>Title</u>	<u>Subsection</u>
1.7.2	User Types	Computers Connected to Lab Equipment

Work for additional support ordered under this CLIN will be ordered and performed as set forth in section 5. Ordering Under Optional CLINs, and will be set forth in the task order modification ordering the work.

**(c) Invoicing:** Per Section 5, Ordering Under Optional CLINs.

**(d) Inspection and Acceptance:** Per Section 5, Ordering Under Optional CLINs.

**(e) Payment:** Per Section 5, Ordering Under Optional CLINs.

**OPTION ITEM 0006 - Additional Emergency and Surge Support**

**(a) Period of Performance:** Same as Item 0003

**(b) CLIN Pricing:** Refer to the following section(s) of the SOW for a description of services to be ordered under this CLIN:

<u>Section</u>	<u>Title</u>	<u>Subsection</u>
1.7.3	Support Levels	Emergency Support
4.4.6	Surge Support	

Work for additional support ordered under this CLIN will be ordered and performed as set forth in section 5. Ordering Under Optional CLINs, and will be set forth in the task order modification ordering the work.



(c) **Invoicing:** Per Section 5, Ordering Under Optional CLINs.

(d) **Inspection and Acceptance:** Per Section 5, Ordering Under Optional CLINs.

(e) **Payment:** Per Section 5, Ordering Under Optional CLINs.

**OPTION ITEM 0007 - MAC Bulk Moves**

(a) **Period of Performance:** Same as Item 0003

(b) **CLIN Pricing:** Refer to the following section(s) of the SOW for a description of services to be ordered under this CLIN:

<u>Section</u>	<u>Title</u>	<u>Subsection</u>
3.2.6	End User Computing Move/Add/Change (MAC)	MAC Bulk Moves

Work for additional support ordered under this CLIN will be ordered and performed as set forth in section 5. Ordering Under Optional CLINs, and will be set forth in the task order modification ordering the work.

(c) **Invoicing:** Per Section 5, Ordering Under Optional CLINs.

(d) **Inspection and Acceptance:** Per Section 5, Ordering Under Optional CLINs.

(e) **Payment:** Per Section 5, Ordering Under Optional CLINs.

**OPTION ITEM 0008 - Isolated CBI Support**

(a) **Period of Performance:** Same as Item 0003

(b) **CLIN Pricing:** Refer to the following section(s) of the SOW for a description of services to be ordered under this CLIN:

<u>Section</u>	<u>Title</u>	<u>Subsection</u>
3.2.12	Desktop and Configuration Management	Isolated CBI System Support

Work for additional support ordered under this CLIN will be ordered and performed as set forth in section 5. Ordering Under Optional CLINs, and will be set forth in the task order modification ordering the work.

(c) **Invoicing:** Per Section 5, Ordering Under Optional CLINs.

(d) **Inspection and Acceptance:** Per Section 5, Ordering Under Optional CLINs.

(e) **Payment:** Per Section 5, Ordering Under Optional CLINs.

**OPTION ITEM 0009 - Future Projects and Services**

(a) **Period of Performance:** Same as Item 0003

(b) **CLIN Pricing:** Refer to the following section(s) of the SOW for a description of services to be ordered under this CLIN:

<u>Section</u>	<u>Title</u>	<u>Subsection</u>
3.2.12	Desktop and Configuration Management	Software Distribution Automation Tools and Methods Development and Technology Refresh Strategy
4.5	Continuous Service Improvements	
4.6.11	Service Improvement Plan	
4.11	Future Projects and Services	

Work for additional support ordered under this CLIN will be ordered and performed as set forth in section 5. Ordering Under Optional CLINs, and will be set forth in the task order modification ordering the work.

(c) **Invoicing:** Per Section 5, Ordering Under Optional CLINs.

(d) **Inspection and Acceptance:** Per Section 5, Ordering Under Optional CLINs.

(e) **Payment:** Per Section 5, Ordering Under Optional CLINs.

**OPTION ITEM 0010 - Phase-Out Transition Support**

(a) **Period of Performance:** To be determined during the Base Period

(b) **CLIN Pricing:** The fixed price of this CLIN is **NOT SEPARATELY PRICED**. Refer to the following section(s) of the SOW for a description of services to be included in the fixed price of this CLIN:

<u>Section</u>	<u>Title</u>
4.1.2	Phase Out
1.6.3	Phase Out Plan

(c) **Invoicing:** Invoices shall be submitted in accordance with section 6. Invoices –

RTP Finance.

**(d) Inspection and Acceptance:** Performance will be inspected and accepted in accordance with FAR 52.246-4, Inspection of Services—Fixed Price (AUG 1996), including conformance with the Service Level Agreements set forth in Appendix A.20 of the SOW.

**(e) Payment:** Payment shall be made within 30 calendar days of receipt of the contractor's invoice and based on successful completion, inspection, and acceptance of the services required by the SOW as set forth in paragraph (d) below and in accordance with the following payment schedule:

CLIN	Description	Fixed Price	Quantity	Unit of Measure	Total Price
0010	Phase-Out Transition Support	Not Separately Priced	1	Lot	Not Separately Priced

### OPTION PERIOD I

#### ITEM 0102 - Basic Support

**(a) Period of Performance:** October 1, 2013 – September 30, 2014

**(b) CLIN Pricing:** The fixed price of this CLIN is to be inserted at the time of award and/or option exercise, in accordance with the Contractor's proposed Tiered User Support Pricing (Attachment III). Refer to paragraph (b) under ITEM 0002 for a description of services to be included in the fixed price of this CLIN. This price will be updated based on the actual number of users, as follows:

CLIN Option	Description	Annual Seat Fixed Price	Minimum Quantity	Maximum Quantity	Unit of Measure	Total Price
0102A	Basic Support	*	11,500	11,500	Seats	*
0102B	Basic Support	*	11,501	12,000	Seats	*
0102C	Basic Support	*	12,001	12,500	Seats	*
0102D	Basic Support	*	12,501	13,000	Seats	*
0102E	Basic Support	*	13,001	13,500	Seats	*

## EZ TECH SERVICES

GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442

0102F	Basic Support	*	13,501	14,000	Seats	*
0102G	Basic Support	*	14,001	14,500	Seats	*
0102H	Basic Support	*	14,501	15,000	Seats	*
0102I	Basic Support	*	15,001	15,500	Seats	*
0102J	Basic Support	*	15,501	16,000	Seats	*
0102K	Basic Support	*	16,001	16,500	Seats	*
0102L	Basic Support	*	16,501	17,000	Seats	*
0102M	Basic Support	*	17,001	17,500	Seats	*
0102N	Basic Support	*	17,501	18,000	Seats	*
0102O	Basic Support	*	18,001	18,500	Seats	*
0102P	Basic Support	*	18,501	19,000	Seats	*
0102Q	Basic Support	*	19,001	19,500	Seats	*
0102R	Basic Support	*	19,501	20,000	Seats	*
0102S	Basic Support	*	20,001	20,500	Seats	*
0102T	Basic Support	*	20,501	21,000	Seats	*
0102U	Basic Support	*	21,001	21,500	Seats	*
0102V	Basic Support	*	21,501	22,000	Seats	*
0102W	Basic Support	*	22,001	22,500	Seats	*
0102X	Basic Support	*	22,501	23,000	Seats	*
0102Y	Basic Support	*	23,001	23,500	Seats	*
0102Z	Basic Support	*	23,501	24,000	Seats	*

\* To be inserted at the time of option exercise

(c) **Invoicing:** Invoices shall be submitted in accordance with section 6. Invoices – RTP Finance.

(d) **Inspection and Acceptance:** Performance will be inspected and accepted in accordance with FAR 52.246-4, Inspection of Services—Fixed Price (AUG 1996), including conformance with the Service Level Agreements set forth in Appendix A.20 of the SOW.

(e) **Payment:** Payment shall be made within 30 calendar days of receipt of the contractor's monthly invoice and based on successful completion, inspection, and acceptance of the services required by the SOW as set forth in paragraph (d) below and in accordance with the following payment schedule:

CLIN	Description	Period of Performance		Monthly Fixed Price	Quantity	Unit of Measure	Total Price
		Begin	End				
*	Basic Support	*	*	*	12	Months	*

\*To be inserted by the government at the time of award and/or option exercise, as applicable.

### ITEM 0103 - Ad Hoc and Emergency Support

- (a) **Period of Performance:** Same as Option ITEM 0102
- (b) **CLIN Pricing:** The ceiling price of this CLIN is to be inserted at the time of award and/or option exercise. Work performed under this CLIN shall be billed at a rate less than or equal to those set forth in Attachment IV. Refer to paragraph (b) under ITEM 0003 for a description of services to be included in the ceiling price of this CLIN. This CLIN covers work for which the process set forth in section 5. O is not feasible, which is of such a nature that a quote is not required. All work under this CLIN shall be performed on a T&M basis. Work performed under this CLIN shall be performed pursuant to Technical Direction issued by the COR or ACORs. Pricing for additional Ad Hoc and Emergency Support not included under this CLIN shall be under Optional CLIN 0106, Additional Emergency and Surge Support.
- (c) **Invoicing:** Invoices shall be submitted in accordance with EPAAR 1552.232-70, Submission of Invoices Alternate I (JUN 1996) Deviation.
- (d) **Inspection and Acceptance:** Performance will be inspected and accepted in accordance with FAR 52.246-6, Inspection—Time-and-Material and Labor-Hour (MAY 2001) unless specified otherwise in the task order modification.
- (e) **Payment:** Payment shall be made in accordance with FAR 52.232-7, Payments under Time-and-Materials and Labor-Hour Contracts (FEB 2007), and EPAAR 1552.232-73, Payments—Fixed-Rate Services Contract. Payment will be made within 30 calendar days of receipt of the contractor's monthly invoice, based on successful completion, inspection, and acceptance of the services required by the SOW as set forth in paragraph (d) below, and in accordance with the following payment schedule:

CLIN	Description	Loaded Labor Rate	Quantity	Unit of Measure	Ceiling Price
0103	Ad Hoc and Emergency Support	*	*	Hours	*

\*To be inserted by the government via Technical Direction at the time work is needed.

The fixed rates shown in Attachment IV shall apply for payment purposes for invoices submitted under this CLIN. Attachment V, Labor Categories, sets forth the definitions for each of the fixed rate labor categories. If circumstances driven by the nature of the work being performed or by the labor market warrant changes to the labor categories or specifications, Attachments IV and V may be modified by mutual agreement of the parties during contract performance.

**OPTION ITEM 0104 - High Computing Users**

- (a) Period of Performance:** Same as Option ITEM 0102.
- (b) CLIN Pricing:** Refer to paragraph (b) under OPTION ITEM 0004 for a description of services to be ordered under this CLIN. Work for additional support ordered under this CLIN will be ordered and performed as set forth in section 5. Ordering Under Optional CLINs, and will be set forth in the task order modification ordering the work.
- (c) Invoicing:** Per Section 5, Ordering Under Optional CLINs.
- (d) Inspection and Acceptance:** Per Section 5, Ordering Under Optional CLINs.
- (e) Payment:** Per Section 5, Ordering Under Optional CLINs.

**OPTION ITEM 0105 - Users with Computers Connected to Laboratory Equipment**

- (a) Period of Performance:** Same as Option ITEM 0102.
- (b) CLIN Pricing:** Refer to paragraph (b) under OPTION ITEM 0005 for a description of services to be ordered under this CLIN. Work for additional support ordered under this CLIN will be ordered and performed as set forth in section 5. Ordering Under Optional CLINs, and will be set forth in the task order modification ordering the work.
- (c) Invoicing:** Per Section 5, Ordering Under Optional CLINs.
- (d) Inspection and Acceptance:** Per Section 5, Ordering Under Optional CLINs.
- (e) Payment:** Per Section 5, Ordering Under Optional CLINs.

**OPTION ITEM 0106 - Additional Emergency and Surge Support**

- (a) Period of Performance:** Same as Option ITEM 0102.
- (b) CLIN Pricing:** Refer to paragraph (b) under OPTION ITEM 0006 for a description of services to be ordered under this CLIN. Work for additional support ordered under this CLIN will be ordered and performed as set forth in section 5. Ordering Under Optional CLINs, and will be set forth in the task order modification ordering the work.
- (c) Invoicing:** Per Section 5, Ordering Under Optional CLINs.
- (d) Inspection and Acceptance:** Per Section 5, Ordering Under Optional CLINs.

**(e) Payment:** Per Section 5, Ordering Under Optional CLINs.

**OPTION ITEM 0107 - MAC Bulk Moves**

**(a) Period of Performance:** Same as Option ITEM 0102.

**(b) CLIN Pricing:** Refer to paragraph (b) under OPTION ITEM 0007 for a description of services to be ordered under this CLIN. Work for additional support ordered under this CLIN will be ordered and performed as set forth in section 5. Ordering Under Optional CLINs, and will be set forth in the task order modification ordering the work.

**(c) Invoicing:** Per Section 5, Ordering Under Optional CLINs.

**(d) Inspection and Acceptance:** Per Section 5, Ordering Under Optional CLINs.

**(e) Payment:** Per Section 5, Ordering Under Optional CLINs.

**OPTION ITEM 0108 - Isolated CBI Support**

**(a) Period of Performance:** Same as Option ITEM 0102.

**(b) CLIN Pricing:** Refer to paragraph (b) under OPTION ITEM 0008 for a description of services to be ordered under this CLIN. Work for additional support ordered under this CLIN will be ordered and performed as set forth in section 5. Ordering Under Optional CLINs, and will be set forth in the task order modification ordering the work.

**(c) Invoicing:** Per Section 5, Ordering Under Optional CLINs.

**(d) Inspection and Acceptance:** Per Section 5, Ordering Under Optional CLINs.

**(e) Payment:** Per Section 5, Ordering Under Optional CLINs.

**OPTION ITEM 0109 - Future Projects and Services**

**(a) Period of Performance:** Same as Option ITEM 0102.

**(b) CLIN Pricing:** Refer to paragraph (b) under OPTION ITEM 0009 for a description of services to be ordered under this CLIN. Work for additional support ordered under this CLIN will be ordered and performed as set forth in section 5. Ordering Under Optional CLINs, and will be set forth in the task order modification ordering the work.

**(c) Invoicing:** Per Section 5, Ordering Under Optional CLINs.



(d) **Inspection and Acceptance:** Per Section 5, Ordering Under Optional CLINs.

(e) **Payment:** Per Section 5, Ordering Under Optional CLINs.

#### **OPTION ITEM 0110 - Phase-Out Transition Support**

(a) **Period of Performance:** To be determined during Option Period I

(b) **CLIN Pricing:** The fixed price of this CLIN is to be inserted at the time of award and/or option exercise. Refer to paragraph (b) under OPTION ITEM 0010 for a description of services to be included in the fixed price of this CLIN.

(c) **Invoicing:** Invoices shall be submitted in accordance with section 6. Invoices – RTP Finance.

(d) **Inspection and Acceptance:** Performance will be inspected and accepted in accordance with FAR 52.246-4, Inspection of Services—Fixed Price (AUG 1996), including conformance with the Service Level Agreements set forth in Appendix A.20 of the SOW.

(e) **Payment:** Payment shall be made within 30 calendar days of receipt of the contractor's invoice and based on successful completion, inspection, and acceptance of the services required by the SOW as set forth in paragraph (d) below and in accordance with the following payment schedule:

CLIN	Description	Fixed Price	Quantity	Unit of Measure	Total Price
*	Phase-Out Transition Support	*	1	Lot	*

\*To be inserted by the government at the time of award and/or option exercise, as applicable.

#### **OPTION PERIOD II**

##### **ITEM 0202 - Basic Support**

(a) **Period of Performance:** October 1, 2014 – September 30, 2015

(b) **CLIN Pricing:** The fixed price of this CLIN is to be inserted at the time of award and/or option exercise, in accordance with the Contractor's proposed Tiered User Support Pricing (Attachment III). Refer to paragraph (b) under ITEM 0002 for a description of services to be included in the fixed price of this CLIN. This price will be updated based on the actual number of users, as follows:

CLIN	Description	Annual	Minimum	Maximum	Unit of	Total
------	-------------	--------	---------	---------	---------	-------

## EZ TECH SERVICES

GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442

Option		Seat/Fixed Price	Quantity	Quantity	Measure	Price
0202A	Basic Support	*	11,500	11,500	Seats	*
0202B	Basic Support	*	11,501	12,000	Seats	*
0202C	Basic Support	*	12,001	12,500	Seats	*
0202D	Basic Support	*	12,501	13,000	Seats	*
0202E	Basic Support	*	13,001	13,500	Seats	*
0202F	Basic Support	*	13,501	14,000	Seats	*
0202G	Basic Support	*	14,001	14,500	Seats	*
0202H	Basic Support	*	14,501	15,000	Seats	*
0202I	Basic Support	*	15,001	15,500	Seats	*
0202J	Basic Support	*	15,501	16,000	Seats	*
0202K	Basic Support	*	16,001	16,500	Seats	*
0202L	Basic Support	*	16,501	17,000	Seats	*
0202M	Basic Support	*	17,001	17,500	Seats	*
0202N	Basic Support	*	17,501	18,000	Seats	*
0202O	Basic Support	*	18,001	18,500	Seats	*
0202P	Basic Support	*	18,501	19,000	Seats	*
0202Q	Basic Support	*	19,001	19,500	Seats	*
0202R	Basic Support	*	19,501	20,000	Seats	*
0202S	Basic Support	*	20,001	20,500	Seats	*
0202T	Basic Support	*	20,501	21,000	Seats	*
0202U	Basic Support	*	21,001	21,500	Seats	*
0202V	Basic Support	*	21,501	22,000	Seats	*
0202W	Basic Support	*	22,001	22,500	Seats	*
0202X	Basic Support	*	22,501	23,000	Seats	*
0202Y	Basic Support	*	23,001	23,500	Seats	*
0202Z	Basic Support	*	23,501	24,000	Seats	*

\* To be inserted at the time of option exercise

(c) **Invoicing:** Invoices shall be submitted in accordance with section 6. Invoices – RTP Finance.

(d) **Inspection and Acceptance:** Performance will be inspected and accepted in accordance with FAR 52.246-4, Inspection of Services—Fixed Price (AUG 1996), including conformance with the Service Level Agreements set forth in Appendix A.20 of the SOW.

(e) **Payment:** Payment shall be made within 30 calendar days of receipt of the contractor's monthly invoice and based on successful completion, inspection, and acceptance of the services required by the SOW as set forth in paragraph (d) below and in accordance with the following payment schedule:

(f)

CLIN	Description	Period of Performance		Monthly Fixed Price	Quantity	Unit of Measure	Total Price
		Begin	End				
*	<b>Basic Support</b>	*	*	*	<b>12</b>	<b>Months</b>	*

\*To be inserted by the government at the time of award and/or option exercise, as applicable.

**ITEM 0203 - Ad Hoc and Emergency Support**

**(a) Period of Performance:** October 1, 2014 – September 30, 2015

**(b) CLIN Pricing:** The ceiling price of this CLIN is to be inserted at the time of award and/or option exercise. Work performed under this CLIN shall be billed at a rate less than or equal to those set forth in Attachment IV. Refer to paragraph (b) under ITEM 0003 for a description of services to be included in the ceiling price of this CLIN. This CLIN covers work for which the process set forth in section 5. Ordering Under Optional CLINs is not feasible, which is of such a nature that a quote is not required. All work under this CLIN shall be performed on a T&M basis. Work performed under this CLIN shall be performed pursuant to Technical Direction issued by the COR or ACORs. Pricing for additional Ad Hoc and Emergency Support not included under this CLIN shall be under Optional CLIN 0006, Additional Emergency and Surge Support.

**(c) Invoicing:** Invoices shall be submitted in accordance with EPAAR 1552.232-70, Submission of Invoices Alternate I (JUN 1996) Deviation.

**(d) Inspection and Acceptance:** Performance will be inspected and accepted in accordance with FAR 52.246-6, Inspection—Time-and-Material and Labor-Hour (MAY 2001) unless specified otherwise in the task order modification.

**(e) Payment:** Payment shall be made in accordance with FAR 52.232-7, Payments under Time-and-Materials and Labor-Hour Contracts (FEB 2007), and EPAAR 1552.232-73, Payments—Fixed-Rate Services Contract. Payment will be made within 30 calendar days of receipt of the contractor's monthly invoice, based on successful completion, inspection, and acceptance of the services required by the SOW as set forth in paragraph (d) below, and in accordance with the following payment schedule:

(f)

CLIN	Description	Loaded Labor Rate	Quantity	Unit of Measure	Ceiling Price
0203	Ad Hoc and Emergency Support	*	*	Hours	*

\*To be inserted by the government via Technical Direction at the time work is needed.

The fixed rates shown in Attachment IV shall apply for payment purposes for invoices submitted under this CLIN. Attachment V, Labor Categories, sets forth the definitions for each of the fixed rate labor categories. If circumstances driven by the nature of the work being performed or by the labor market warrant changes to the labor categories or specifications, Attachments IV and V may be modified by mutual agreement of the parties during contract performance.

**OPTION ITEM 0204 - High Computing Users**

(a) **Period of Performance:** Same as Option ITEM 0202.

(b) **CLIN Pricing:** Refer to paragraph (b) under OPTION ITEM 0004 for a description of services to be ordered under this CLIN. Work for additional support ordered under this CLIN will be ordered and performed as set forth in section 5. Ordering Under Optional CLINs, and will be set forth in the task order modification ordering the work.

(c) **Invoicing:** Per Section 5, Ordering Under Optional CLINs.

(d) **Inspection and Acceptance:** Per Section 5, Ordering Under Optional CLINs.

(e) **Payment:** Per Section 5, Ordering Under Optional CLINs.

**OPTION ITEM 0205 - Users with Computers Connected to Laboratory Equipment**

(a) **Period of Performance:** Same as Option ITEM 0202.

(b) **CLIN Pricing:** Refer to paragraph (b) under OPTION ITEM 0005 for a description of services to be ordered under this CLIN. Work for additional support ordered under this CLIN will be ordered and performed as set forth in section 5. Ordering Under Optional CLINs, and will be set forth in the task order modification ordering the work.

(c) **Invoicing:** Per Section 5, Ordering Under Optional CLINs.

(d) **Inspection and Acceptance:** Per Section 5, Ordering Under Optional CLINs.

(e) **Payment:** Per Section 5, Ordering Under Optional CLINs.

**OPTION ITEM 0206 - Additional Emergency and Surge Support**

(a) **Period of Performance:** October 1, 2014 – September 30, 2015

(b) **CLIN Pricing:** The ceiling price of this CLIN is to be inserted at the time of award. Refer to paragraph (b) under OPTION ITEM 0006 for a description of services to be included in the ceiling price of this CLIN. Pricing for additional support not included in the price stated herein will be calculated as set forth in section 5. Ordering Under Optional CLINs, and will be set forth in the task order modification ordering the work.

(c) **Invoicing:** Invoices shall be submitted in accordance with EPAAR 1552.232-70, Submission of Invoices Alternate I (JUN 1996) Deviation.

(d) **Inspection and Acceptance:** Performance will be inspected and accepted in accordance with FAR 52.246-6, Inspection—Time-and-Material and Labor-Hour (MAY 2001) unless specified otherwise in the task order modification.

(e) **Payment:** Payment terms shall be set forth in the modification authorizing work under this CLIN.

**OPTION ITEM 0207 - MAC Bulk Moves**

(a) **Period of Performance:** Same as Option ITEM 0202.

(b) **CLIN Pricing:** Refer to paragraph (b) under OPTION ITEM 0007 for a description of services to be ordered under this CLIN. Work for additional support ordered under this CLIN will be ordered and performed as set forth in section 5. Ordering Under Optional CLINs, and will be set forth in the task order modification ordering the work.

(c) **Invoicing:** Per Section 5, Ordering Under Optional CLINs.

(d) **Inspection and Acceptance:** Per Section 5, Ordering Under Optional CLINs.

(e) **Payment:** Per Section 5, Ordering Under Optional CLINs.

**OPTION ITEM 0208 - Isolated CBI Support**

(a) **Period of Performance:** Same as Option ITEM 0202.

(b) **CLIN Pricing:** Refer to paragraph (b) under OPTION ITEM 0008 for a description of services to be ordered under this CLIN. Work for additional support ordered

under this CLIN will be ordered and performed as set forth in section 5. Ordering Under Optional CLINs, and will be set forth in the task order modification ordering the work.

**(c) Invoicing:** Per Section 5, Ordering Under Optional CLINs.

**(d) Inspection and Acceptance:** Per Section 5, Ordering Under Optional CLINs.

**(e) Payment:** Per Section 5, Ordering Under Optional CLINs.

**OPTION ITEM 0209 - Future Projects and Services**

**(a) Period of Performance:** Same as Option ITEM 0202.

**(b) CLIN Pricing:** Refer to paragraph (b) under OPTION ITEM 0009 for a description of services to be ordered under this CLIN. Work for additional support ordered under this CLIN will be ordered and performed as set forth in section 5. Ordering Under Optional CLINs, and will be set forth in the task order modification ordering the work.

**(c) Invoicing:** Per Section 5, Ordering Under Optional CLINs.

**(d) Inspection and Acceptance:** Per Section 5, Ordering Under Optional CLINs.

**(e) Payment:** Per Section 5, Ordering Under Optional CLINs.

**OPTION ITEM 0210 - Phase-Out Transition Support**

**(a) Period of Performance:** To be determined during Option Period II

**(b) CLIN Pricing:** The fixed price of this CLIN is **to be inserted at the time of award and/or option exercise**. Refer to paragraph (b) under OPTION ITEM 0010 for a description of services to be included in the fixed price of this CLIN.

**(c) Invoicing:** Invoices shall be submitted in accordance with section 6. Invoices – RTP Finance.

**(d) Inspection and Acceptance:** Performance will be inspected and accepted in accordance with FAR 52.246-4, Inspection of Services—Fixed Price (AUG 1996), including conformance with the Service Level Agreements set forth in Appendix A.20 of the SOW.

**(e) Payment:** Payment shall be made within 30 calendar days of receipt of the contractor's invoice and based on successful completion, inspection, and acceptance of the services required by the SOW as set forth in paragraph (d) below and in accordance with the following payment schedule:

CLIN	Description	Fixed Price	Quantity	Unit of Measure	Total Price
*	<b>Phase-Out Transition Support</b>	*	1	Lot	*

\*To be inserted by the government at the time of award and/or option exercise, as applicable.

### OPTION PERIOD III

#### ITEM 0302 - Basic Support

(a) Period of Performance: October 1, 2015 – September 30, 2016

(b) CLIN Pricing: The fixed price of this CLIN is to be inserted at the time of award and/or option exercise, in accordance with the Contractor's proposed Tiered User Support Pricing (Attachment III). Refer to paragraph (b) under ITEM 0002 for a description of services to be included in the fixed price of this CLIN. This price will be updated based on the actual number of users, as follows:

CLIN Option	Description	Annual Seat Fixed Price	Minimum Quantity	Maximum Quantity	Unit of Measure	Total Price
0302A	Basic Support	*	11,500	11,500	Seats	*
0302B	Basic Support	*	11,501	12,000	Seats	*
0302C	Basic Support	*	12,001	12,500	Seats	*
0302D	Basic Support	*	12,501	13,000	Seats	*
0302E	Basic Support	*	13,001	13,500	Seats	*
0302F	Basic Support	*	13,501	14,000	Seats	*
0302G	Basic Support	*	14,001	14,500	Seats	*
0302H	Basic Support	*	14,501	15,000	Seats	*
0302I	Basic Support	*	15,001	15,500	Seats	*
0302J	Basic Support	*	15,501	16,000	Seats	*



## EZ TECH SERVICES

GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442

0302K	Basic Support	*	16,001	16,500	Seats	*
0302L	Basic Support	*	16,501	17,000	Seats	*
0302M	Basic Support	*	17,001	17,500	Seats	*
0302N	Basic Support	*	17,501	18,000	Seats	*
0302O	Basic Support	*	18,001	18,500	Seats	*
0302P	Basic Support	*	18,501	19,000	Seats	*
0302Q	Basic Support	*	19,001	19,500	Seats	*
0302R	Basic Support	*	19,501	20,000	Seats	*
0302S	Basic Support	*	20,001	20,500	Seats	*
0302T	Basic Support	*	20,501	21,000	Seats	*
0302U	Basic Support	*	21,001	21,500	Seats	*
0302V	Basic Support	*	21,501	22,000	Seats	*
0302W	Basic Support	*	22,001	22,500	Seats	*
0302X	Basic Support	*	22,501	23,000	Seats	*
0302Y	Basic Support	*	23,001	23,500	Seats	*
0302Z	Basic Support	*	23,501	24,000	Seats	*

\* To be inserted at the time of option exercise

(c) **Invoicing:** Invoices shall be submitted in accordance with section 6. Invoices – RTP Finance.

(d) **Inspection and Acceptance:** Performance will be inspected and accepted in accordance with FAR 52.246-4, Inspection of Services—Fixed Price (AUG 1996), including conformance with the Service Level Agreements set forth in Appendix A.20 of the SOW.

(e) **Payment:** Payment shall be made within 30 calendar days of receipt of the contractor's monthly invoice and based on successful completion, inspection, and acceptance of the services required by the SOW as set forth in paragraph (d) below and in accordance with the following payment schedule:

CLIN	Description	Period of Performance		Monthly Fixed Price	Quantity	Unit of Measure	Total Price
		Begin	End				
*	Basic Support	*	*	*	12	Months	*

\*To be inserted by the government at the time of award and/or option exercise, as applicable.

#### ITEM 0303 - Ad Hoc and Emergency Support

(a) **Period of Performance:** October 1, 2015 – September 30, 2016

**EZ TECH SERVICES****GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442**

- (b) **CLIN Pricing:** The ceiling price of this CLIN is to be inserted at the time of award and/or option exercise. Work performed under this CLIN shall be billed at a rate less than or equal to those set forth in Attachment IV. Refer to paragraph (b) under ITEM 0003 for a description of services to be included in the ceiling price of this CLIN. This CLIN covers work for which the process set forth in section 5. Ordering Under Optional CLINs is not feasible, which is of such a nature that a quote is not required. All work under this CLIN shall be performed on a T&M basis. Work performed under this CLIN shall be performed pursuant to Technical Direction issued by the COR or ACORs. Pricing for additional Ad Hoc and Emergency Support not included under this CLIN shall be under Optional CLIN 0006, Additional Emergency and Surge Support.
- (c) **Invoicing:** Invoices shall be submitted in accordance with EPAAR 1552.232-70, Submission of Invoices Alternate I (JUN 1996) Deviation.
- (d) **Inspection and Acceptance:** Performance will be inspected and accepted in accordance with FAR 52.246-6, Inspection—Time-and-Material and Labor-Hour (MAY 2001) unless specified otherwise in the task order modification.
- (e) **Payment:** Payment shall be made in accordance with FAR 52.232-7, Payments under Time-and-Materials and Labor-Hour Contracts (FEB 2007), and EPAAR 1552.232-73, Payments—Fixed-Rate Services Contract. Payment will be made within 30 calendar days of receipt of the contractor's monthly invoice, based on successful completion, inspection, and acceptance of the services required by the SOW as set forth in paragraph (d) below, and in accordance with the following payment schedule:

(f)

CLIN	Description	Loaded Labor Rate	Quantity	Unit of Measure	Ceiling Price
00033	Ad Hoc and Emergency Support	*	*	Hours	*

\*To be inserted by the government via Technical Direction at the time work is needed.

The fixed rates shown in Attachment IV shall apply for payment purposes for invoices submitted under this CLIN. Attachment V, Labor Categories, sets forth the definitions for each of the fixed rate labor categories. If circumstances driven by the nature of the work being performed or by the labor market warrant changes to the labor categories or specifications, Attachments IV and V may be modified by mutual agreement of the parties during contract performance.

**OPTION ITEM 0304 - High Computing Users**

- (a) Period of Performance:** Same as Option ITEM 0303.
- (b) CLIN Pricing:** Refer to paragraph (b) under OPTION ITEM 0004 for a description of services to be ordered under this CLIN. Work for additional support ordered under this CLIN will be ordered and performed as set forth in section 5. Ordering Under Optional CLINs, and will be set forth in the task order modification ordering the work.
- (c) Invoicing:** Per Section 5, Ordering Under Optional CLINs.
- (d) Inspection and Acceptance:** Per Section 5, Ordering Under Optional CLINs.
- (e) Payment:** Per Section 5, Ordering Under Optional CLINs.

**OPTION ITEM 0305 - Users with Computers Connected to Laboratory Equipment**

- (a) Period of Performance:** Same as Option ITEM 0303.
- (b) CLIN Pricing:** Refer to paragraph (b) under OPTION ITEM 0005 for a description of services to be ordered under this CLIN. Work for additional support ordered under this CLIN will be ordered and performed as set forth in section 5. Ordering Under Optional CLINs, and will be set forth in the task order modification ordering the work.
- (c) Invoicing:** Per Section 5, Ordering Under Optional CLINs.
- (d) Inspection and Acceptance:** Per Section 5, Ordering Under Optional CLINs.
- (e) Payment:** Per Section 5, Ordering Under Optional CLINs.

**OPTION ITEM 0306 - Additional Emergency and Surge Support**

- (a) Period of Performance:** Same as Option ITEM 0303.
- (b) CLIN Pricing:** Refer to paragraph (b) under OPTION ITEM 0006 for a description of services to be ordered under this CLIN. Work for additional support ordered under this CLIN will be ordered and performed as set forth in section 5. Ordering Under Optional CLINs, and will be set forth in the task order modification ordering the work.
- (c) Invoicing:** Per Section 5, Ordering Under Optional CLINs.
- (d) Inspection and Acceptance:** Per Section 5, Ordering Under Optional CLINs.

**(e) Payment:** Per Section 5, Ordering Under Optional CLINs.

**OPTION ITEM 0307 - MAC Bulk Moves**

**(a) Period of Performance:** Same as Option ITEM 0303.

**(b) CLIN Pricing:** Refer to paragraph (b) under OPTION ITEM 0007 for a description of services to be ordered under this CLIN. Work for additional support ordered under this CLIN will be ordered and performed as set forth in section 5. Ordering Under Optional CLINs, and will be set forth in the task order modification ordering the work.

**(c) Invoicing:** Per Section 5, Ordering Under Optional CLINs.

**(d) Inspection and Acceptance:** Per Section 5, Ordering Under Optional CLINs.

**(e) Payment:** Per Section 5, Ordering Under Optional CLINs.

**OPTION ITEM 0308 - Isolated CBI Support**

**(a) Period of Performance:** Same as Option ITEM 0303.

**(b) CLIN Pricing:** Refer to paragraph (b) under OPTION ITEM 0008 for a description of services to be ordered under this CLIN. Work for additional support ordered under this CLIN will be ordered and performed as set forth in section 5. Ordering Under Optional CLINs, and will be set forth in the task order modification ordering the work.

**(c) Invoicing:** Per Section 5, Ordering Under Optional CLINs.

**(d) Inspection and Acceptance:** Per Section 5, Ordering Under Optional CLINs.

**(e) Payment:** Per Section 5, Ordering Under Optional CLINs.

**OPTION ITEM 0309 - Future Projects and Services**

**(a) Period of Performance:** Same as Option ITEM 0303.

**(b) CLIN Pricing:** Refer to paragraph (b) under OPTION ITEM 0009 for a description of services to be ordered under this CLIN. Work for additional support ordered under this CLIN will be ordered and performed as set forth in section 5. Ordering Under Optional CLINs, and will be set forth in the task order modification ordering the work.

**(c) Invoicing:** Per Section 5, Ordering Under Optional CLINs.

(d) **Inspection and Acceptance:** Per Section 5, Ordering Under Optional CLINs.

(e) **Payment:** Per Section 5, Ordering Under Optional CLINs.

**OPTION ITEM 0310 - Phase-Out Transition Support**

(a) **Period of Performance:** To be determined during Option Period III

(b) **CLIN Pricing:** The fixed price of this CLIN is to be inserted at the time of award and/or option exercise. Refer to paragraph (b) under OPTION ITEM 0010 for a description of services to be included in the fixed price of this CLIN.

(c) **Invoicing:** Invoices shall be submitted in accordance with section 6. Invoices – RTP Finance.

(d) **Inspection and Acceptance:** Performance will be inspected and accepted in accordance with FAR 52.246-4, Inspection of Services—Fixed Price (AUG 1996), including conformance with the Service Level Agreements set forth in Appendix A.20 of the SOW.

(e) **Payment:** Payment shall be made within 30 calendar days of receipt of the contractor's invoice and based on successful completion, inspection, and acceptance of the services required by the SOW as set forth in paragraph (d) below and in accordance with the following payment schedule:

CLIN	Description	Fixed Price	Quantity	Unit of Measure	Total Price
*	Phase-Out Transition Support	*	1	Lot	*

\*To be inserted by the government at the time of award and/or option exercise, as applicable.

## 5. ORDERING UNDER OPTIONAL CLINS

*(This applies to CLINs issued after award.)*

**(a) Request for CLIN Quote (RFCQ)**

(1) The types of CLINs to be issued under this task order include time-and-material (T&M) and fixed price (FP). Each CLIN will be subject to the appropriate clauses and provisions that apply to that type of CLIN. CLINs will be issued as FP to the maximum extent practicable.

(2) Each RFCQ will include the following:

- i. A description of the work to be performed, including scope and period of performance;
- ii. The components of the quote (i.e., technical response requirements, cost or pricing instructions, ODC ceiling, project plan, if applicable);
- iii. The type of CLIN to be issued (i.e., T&M or FFP);
- iv. The time frame for submission of the quote;
- v. Any other relevant instructions to the Contractor.

**(b) CLIN Quote Submission**

(1) Upon receipt of the RFCQ, the Contractor shall acknowledge receipt via email or phone. The Contractor shall submit a quote to the Contracting Officer within 10 working days of receipt of the RFCQ, unless otherwise specified therein.

(2) For purposes of pricing T&M and FP CLINs, the Contractor shall provide an estimate of the labor hours to be incurred during the applicable period of the task order. The appropriate labor rate from Attachment IV will be applied to the estimated hours to be incurred during the applicable period.

(3) Price quotes shall be based on rates no greater than the fixed loaded labor rates set forth in Attachment IV. Any T&M CLIN ceiling shall be determined by multiplying proposed hours by rates no greater than those set forth in Attachment IV, plus ODCs and any applicable indirect rates set forth in section 11.3 Indirect Costs. For FP CLINS, the FP shall not exceed the proposed hours multiplied by rates no greater than those set forth in Attachment IV, plus ODCs.

(4) The rate, or rates, set forth in Attachment IV cover all labor expenses, including direct labor costs, overtime, clerical labor, administrative labor, management labor, fringe benefits, overhead, general and administrative expenses, and profit.

(5) Costs associated with the submittal of quotes for individual CLINs shall not be reimbursed as direct charges against the task order.

**(c) CLIN Issuance**

(1) The Contracting Officer may issue modifications for work ordered hereunder by regular mail, facsimile, or by electronic commerce methods.

(2) Issued modifications will include the following:

- i. A description of the work to be performed, including a specific reference to the applicable task(s) of the SOW;
- ii. CLIN price;
- iii. The type of CLIN issued (i.e., T&M or FP);
- iv. The period of performance of the CLIN;



- v. Inspection and acceptance criteria;
- vi. The payment schedule;
- vii. Invoicing instructions;
- viii. ODCs, if applicable;
- ix. Terms, conditions, and clauses specific to the particular CLIN not otherwise set forth herein; and
- x. Any other relevant instructions to the Contractor.

## **6. INVOICES – RTP FINANCE**

(a) Invoices shall be prepared in original and at least one copy (unless specific otherwise), containing the following information: Purchase Order Number, description of commodities/services furnished, period of performance, taxpayer ID number, and amount due.

(b) Invoices containing costs for T&M CLINS shall comply with the invoicing requirements set forth in EPAAR 1552.232-70, Submission of Invoices (JUN 1996) Alternate I (JUN 1996).

(c) Invoices shall be submitted to the address specified in block 21 of the Purchase Order.

(d) For status of invoice payments, contact the Financial Office: (919) 541-0616 (phone) / (919) 541-4975 (fax).

(e) The FedEx/Commercial Courier address for invoices:

US EPA, RTP-Finance  
Mail Drop D143-02  
4930 Page Road  
Durham, NC 27703

(f) Contractors interested in checking the status of payments should use the Department of Treasury's Payment Advice Internet Delivery (PAID) system. It is located on the following website and requires registration:  
<http://www.fms.treas.gov/paid/index.asp>

## **7. OTHER DIRECT COSTS**

*(This applies only to CLINs issued on a T&M basis.)*

Other Direct Costs (ODCs) are items which are allowable and allocable direct costs to the contract for which EPA may reimburse the Contractor. Any ODCs exceeding the micropurchase threshold of \$3,000 are not authorized unless they are on the



Contractor's GSA Federal Supply Schedule. ODCs and their respective ceilings will be set forth in the task order modification.

## **8. APPROVAL OF CONTRACTOR TRAVEL**

*(This applies only to CLINs issued on a T&M basis.)*

(a) Unless exempted from the advanced approval requirements (see paragraph (b) below), any contractor travel which may be directly charged to the contract must be authorized in advance by the TOCOR. Travel shall be authorized under this contract only when the travel is required to provide a direct service or specific product to the Government that is identified in the Statement of Work. The Contractor shall identify the need for travel and shall clearly identify in an accompanying narrative the relationship of the travel to the direct service required by the Government. Unless/until the TOCOR specifically approves the travel, the Contractor shall not bill the EPA for any travel costs incurred. Travel and associated costs for such travel (lodging, per diem, and incidental expenses) shall be allowable only in accordance with the limitations of FAR 31.205-43 and FAR 31.205-46.

(b) The advance approval of travel covered in this clause does not apply to local transportation. Local transportation, for this task order, is defined as travel within 100 miles from the Contractor personnel's assigned work location for performance of the contract that does not involve an overnight stay.

(c) To obtain the approval for travel, the Contractor shall submit a separate written request (via email) to the TOCOR for each instance of travel for the Contractor (including subcontractors/consultants) that is contemplated as a direct charge under the task order. The request shall include (at a minimum) the following information:

(1) Individual(s) traveling. Identify position and affiliation as a Contractor/subcontractor employee or authorized consultant.

(2) Description of circumstances necessitating the travel. Identify the tasks that will benefit from the travel and detail the correlation of the travel to the requirements of the Statement of Work.

(3) Identify the estimated cost and include a cost breakdown. Explain why this is the most cost effective means to fulfill the Statement of Work requirements.

(d) For approved travel, the Contractor shall be reimbursed for allowable and allocable travel costs actually incurred by and paid to the Contractor's employees, provided such costs do not exceed the amount that would be payable to an employee of the Environmental Protection Agency conducting the same travel while on Government business. In determining the dollar value of allowable contractor employee travel costs, the limitation of the Federal Travel Regulations effective on the date of travel will apply.

to contractor employees to the same extent they apply to Federal Government employees.

(e) The Contractor may be required to furnish to the Contracting Officer documentary proof of every travel expenditure that exceeds twenty-five dollars (\$25), including receipts for common carrier transportation expenditures. Bona-fide lodging receipts may be required to be submitted by the Contractor along with the monthly invoices.

(f) The Contractor may elect to reimburse its employees for meals and incidental expenses (as defined in the Federal Travel Regulations) on a per diem basis, and the Contractor will be reimbursed for such payments. In no event shall the reimbursement allowed under this provision exceed the standard per diem for meals and incidental expenses allowable under the Federal Travel Regulations.

(g) To the maximum extent practicable consistent with travel requirements, the Contractor agrees to use the reduced air transportation and hotel/motel rates and services provided through available Government discount air fares and lodging rates for bona-fide employees' travel that is otherwise reimbursable as a direct cost pursuant to this contract when use of such rates results in the lowest overall cost. The Contractor shall submit request, including pertinent information, for specific authorization to use these rates to the Contracting Officer.

(h) While on travel, Contractor personnel shall clearly identify corporate affiliation at the start of any meeting. While attending EPA-sponsored meetings, conferences, symposia, etc. or while on a Government site, Contractor personnel shall wear a badge which identifies the individual as a Contractor employee. Contractor personnel are strictly prohibited from acting as a representative of the Agency at meetings, conferences, symposia, etc.

## **9.    MONTHLY FIXED PRICE FINANCIAL REPORT**

*(This applies only to CLINs issued on a FP basis.)*

(a) The Contractor shall furnish one (1) copy each, to the Task Order Contracting Officer Representative (TOCOR) and Contracting Officer (CO), of the Monthly Fixed Price Financial Report.

(b) The report shall specify financial detail for the task order labor, as provided in the format shown in Attachment VI, and include the following information:

(1) For the current reporting period, display: a list of prime contractor employees and each subcontractor employee and their respective labor categories, expended labor hours for the current invoicing period, and the cumulative hours expended by each individual by Contract Line Item Number (CLIN) and location set forth in Appendix A.17,

**EZ TECH SERVICES**

GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442

Location Staffing Requirements. For subcontractor employees, also indicate the subcontractor company for which they are employed;

(2) When requested by the CO or other authorized representative, the Contractor shall provide copies of individual daily job timecards or other documentation requested by the Government.

(c) The report shall be submitted, via email, to the following addressees on or before the 20th of each month or prior to submitting the current reporting period invoice for payment, whichever is earlier. Distribute reports as follows:

No. of copies	Addressee
One (1) copy	TOCOR
One (1) copy	Contracting Officer

**10. CONTRACT ADMINISTRATION REPRESENTATIVES**

Contract Specialist(s) responsible for administering this contract:

**Contracting Officer:**

Paul Dawson  
USEPA Headquarters  
Ariel Rios Building  
1200 Pennsylvania Avenue, N. W.  
Mail Code: 3803R  
Washington, DC 20460  
Office: (202) 564-4473  
Email: dawson.paul@epa.gov

**Contract Specialist:**

Jessica White  
USEPA Headquarters  
Ariel Rios Building  
1200 Pennsylvania Avenue, N. W.  
Mail Code: 3803R  
Washington, DC 20460  
Office: (202) 564-1783  
Email: white.jessica@epa.gov

Contracting Officer Representative(s) for this contract:

**Task Order Project Officer (TOPO):**

Holly Fenderson  
USEPA Headquarters  
Ariel Rios Building  
1200 Pennsylvania Avenue, N. W.  
Mail Code: 2832T  
Washington, DC 20460  
Office: (202) 566-1793  
Email: fenderson.holly@epa.gov

**Task Order Program Manager (TOPM) / Alternate Task Order Project Officer (ATOPO):**

Willie Abney  
USEPA Headquarters  
Ariel Rios Building  
1200 Pennsylvania Avenue, N. W.  
Mail Code: 2832T  
Washington, DC 20460  
Office: (202) 566-1366  
Email: abney.willie@epa.gov

**Contracting Officer Technical Representatives (COTRs) and Technical Points of Contact (POC):**

Office	COTR	Alternate COTR	Technical POC	Alternate Technical POC
*	*	*	*	*

\* To be inserted by the government as individuals are identified.

## **11. TASK ORDER SPECIAL TERMS AND CONDITIONS**

### **11.1 Notice of Clauses Incorporated by Reference**

The following clauses are pertinent to this task order and are hereby incorporated by reference:

**Federal Acquisition Regulation (48 CFR Chapter 1):**

<b>NUMBER</b>	<b>DATE</b>	<b>TITLE</b>
=====	=====	=====

## EZ TECH SERVICES

GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442

52.217-8	NOV 1999	Option to Extend Services <i>Fill in: 30 calendar days prior to the expiration of the current period</i>
52.222-2	JUL 1990	Payment for Overtime Premiums*
52.232-7	FEB 2007	Payments under Time-and-Materials and Labor-Hour Contracts
52.245-1	JUN 2007	Government Property
52.245-9	AUG 2010	Use and Charges
52.246-4	AUG 1996	Inspection of Services – Fixed Price
52.246-6	MAY 2001	Inspection – Time-and-Material and Labor-Hour
52.252-6	MAY 2001	Authorized Deviations in Clauses <i>Fill in: (b) EPAAR, 48 CFR Chapter 15</i>

\* This clause is pertinent to CLINs issued on a T&M basis and will be included in those CLINs at the time of issuance, if applicable.

## Environmental Protection Agency Acquisition Regulation (48 CFR Chapter 15):

NUMBER	DATE	TITLE
=====	=====	=====
1552.203-71	AUG 2000	Display of EPA Office of Inspector General Hotline Poster
1552.208-70	DEC 2005	Printing
1552.209-71	MAY 1994	Organizational Conflicts of Interest Alternate I
1552.211-75	APR 1984	Working Files
1552.211-79	OCT 2000	Compliance with EPA Policies for Information Resources Management
1552.223-71	MAY 2007	EPA Green Meetings and Conferences
1552.232-73*	OCT 2000	Payments —Fixed-Rate Services Contract
1552.235-70	APR 1984	Screening Business Information for Claims of Confidentiality
1552.235-71	APR 1984	Treatment of Confidential Business Information
1552.235-76	APR 1996	Treatment of Confidential Business Information (TSCA)
1552.235-78	DEC 1997	Data Security for Toxic Substances Control Act Confidential Business Information
1552.235-79	APR 1996	Release of Contractor Confidential Business Information
1552.235-80	OCT 2000	Access to Confidential Business Information
1552.237-71	AUG 2009	Technical Direction
1552.237-76	JUN 1999	Government-Contractor Relations

Fill in: (e) (1): 3 calendar days  
(e) (2): 3 calendar days

1552.242-71 JUL 2011 Contractor Performance Evaluations

\* This applies only to CLINs issued on a T&M basis.

**11.2 Option to Extend the Term of the Contract Fixed Price (EPAAR 1552.217-77) (OCT 2000) Deviation**

The Government has the option to extend the term of this contract for three (3) additional periods. If more than sixty (60) days remain in the effective period of the task order, the Government, without prior written notification, may exercise this option by issuing a task order modification. To unilaterally exercise this option within the last 60 days of the effective period, the Government must issue written notification of its intent to exercise the option prior to that last 60-day period. This preliminary notification does not commit the Government to exercising the option.

(a) The "Period of Performance" clause will be amended as follows to cover the following periods:

PERIOD	PERIOD OF PERFORMANCE
=====	=====
Option Period I	October 1, 2013 – September 30, 2014
Option Period II	October 1, 2014 – September 30, 2015
Option Period III	October 1, 2015 – September 30, 2016

(b) During the option period(s) the Contractor shall provide the services described in the attached Statement of Work (Attachment I), except for those services which are only applicable to the Base Period, such as Phase-in Transition Support (CLIN 0001).

(c) The "Contract Line Item Number Pricing" and "Payment" clauses will be amended to reflect increased fixed prices for each option period as follows:

PERIOD	FIXED PRICE
=====	=====
Option Period I	\$18,716,844.00
Option Period II	\$19,126,446.00
Option Period III	\$19,548,358.00

**11.3 Indirect Costs (EPAAR 1552.242-70) (APR 1984)**

(This applies only to ODCs under CLINs issued on a T&M basis.)

(a) In accordance with paragraph (d) of the "Allowable Cost and Payment" clause, the final indirect cost rates applicable to this contract shall be established between the Contractor and the appropriate Government representative (EPA, other Government

## EZ TECH SERVICES

GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442

agency, or auditor), as provided by FAR 42.703-1(a). EPA's procedures require a Contracting Officer determination of indirect cost rates for its contracts. In those cases where EPA is the cognizant agency (see FAR 42.705-1), the final rate quote shall be submitted to the cognizant audit activity and to the following designated Contracting Officer: Environmental Protection Agency, Chief, Cost Policy and Rate Negotiation Branch (3804F), Cost Advisory and Financial Analysis Division, Washington, DC 20460.

Where EPA is not the cognizant agency, the final rate quote shall be submitted to the above-cited address, to the cognizant audit agency, and to the designated Contracting Officer of the cognizant agency. Upon establishment of the final indirect cost rates, the Contractor shall submit an executed Certificate of Current Cost or Pricing Data (see FAR 15.406-2) applicable to the data furnished in connection with the final rates to the cognizant audit agency. The final rates shall be contained in a written understanding between the Contractor and the appropriate Government representative. Pursuant to the "Allowable Cost and Payment" clause, the allowable indirect costs under this contract shall be obtained by applying the final agreed upon rate(s) to the appropriate bases.

(b) Until final annual indirect cost rates are established for any period, the Government shall reimburse the contractor at billing rates established by the appropriate Government representative in accordance with FAR 42.704, subject to adjustment when the final rates are established. The established billing rates are currently as follows:

(c)

Cost Center	Period	Rate	Base
(b)(4)	Base Period	(b)(4)	(b)(4)
	Option Period I	*	
	Option Period II	*	
	Option Period III	*	



<b>Cost Center</b>	<b>Period</b>	<b>Rate</b>	<b>Base</b>
(b)(4)	Base Period	(b)(4)	(b)(4)
	Option Period I	*	
	Option Period II	*	
	Option Period III	*	

\*To be inserted by the Government at the time of option exercise or as needed based on updated information.

These billing rates may be prospectively or retroactively revised by mutual agreement, at the request of either the Government or the Contractor, to prevent substantial overpayment or underpayment.

(d) Notwithstanding the provisions of paragraphs (a) and (b) of this clause, ceilings are hereby established on indirect costs reimbursable under this contract. The Government shall not be obligated to pay the Contractor any additional amount on account of indirect costs in excess of the ceiling rates listed below:

**Not Applicable**

#### **11.4 Key Personnel (EPAAR 1552.237-72) (APR 1984)**

(a) The Contractor shall assign to this task order the following key personnel:

**Task Order Manager**  
**Deputy Task Order Manager**  
**Service Delivery/Workload Manger(s)**

**Systems Engineering Manager**  
**Service Desk Manager**  
**Asset Manager**

(b)(4)

Quality Assurance Manager  
Business Manager  
Chief Technology Manager  
Technology Refresh Manager  
Senior Security Engineer  
Directory Subject Matter Expert

(b)(4)

(b) During the first ninety (90) days of performance, the Contractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment. The Contractor shall notify the Contracting Officer within 15 calendar days after the occurrence of any of these events and provide the information required by paragraph (c) of this clause. After the initial 90-day period, the Contractor shall submit the information required by paragraph (c) to the Contracting Officer at least 15 days prior to making any permanent substitutions.

(c) The Contractor shall provide a detailed explanation of the circumstances necessitating the proposed substitutions, complete resumes for the proposed substitutes, and any additional information requested by the Contracting Officer. Proposed substitutes should have comparable qualifications to those of the persons being replaced. The Contracting Officer will notify the Contractor within 15 calendar days after receipt of all required information of the decision on substitutions. This clause will be modified to reflect any approved changes of key personnel.

#### **11.5 Warranty of Services (FAR 52.246-20) (MAY 2001)**

(a) *Definition.* "Acceptance," as used in this clause, means the act of an authorized representative of the Government by which the Government assumes for itself, or as an agent of another, ownership of existing and identified supplies, or approves specific services, as partial or complete performance of the contract.

(b) Notwithstanding inspection and acceptance by the Government or any provision concerning the conclusiveness thereof, the Contractor warrants that all services performed under this contract will, at the time of acceptance, be free from defects in workmanship and conform to the requirements of this contract. The Contracting Officer shall give written notice of any defect or nonconformance to the Contractor ***within 30 days from the date of request for payment received for services rendered.*** This notice shall state either—

(1) That the Contractor shall correct or reperform any defective or nonconforming services; or

(2) That the Government does not require correction or reperformance.

(c) If the Contractor is required to correct or reperform, it shall be at no cost to the Government, and any services corrected or reperformed by the Contractor shall be subject to this clause to the same extent as work initially performed. If the Contractor

fails or refuses to correct or re-perform, the Contracting Officer may, by contract or otherwise, correct or replace with similar services and charge to the Contractor the cost occasioned to the Government thereby, or make an equitable adjustment in the contract price.

(d) If the Government does not require correction or re-performance, the Contracting Officer shall make an equitable adjustment in the contract price.

**11.6 Submission of Invoices Alternate I (EPAAR 1552.232-70) (JUN 1996)  
Deviation**

*(This applies only to CLINs issued on a T&M basis.)*

In order to be considered properly submitted, an invoice or request for contract financing payment must meet the following contract requirements in addition to the requirements of FAR 32.905:

(a) Unless otherwise specified in the contract, an invoice or request for contract financing payment shall be submitted as an original and five copies. The Contractor shall submit the invoice or request for contract financing payment to the following offices/individuals designated in the contract: the original and two copies to the Accounting Operations Office shown in Block 21 on the cover of the contract; two copies to the Task Order Contracting Officer Representative (the Task Order Contracting Officer Representative may direct one of these copies to a separate address); and one copy to the Contracting Officer and/or Contract Specialist.

(b) The Contractor shall prepare its invoice or request for contract financing payment on the prescribed Government forms. Standard Forms Number 1034, Public Voucher for Purchases and Services other than Personal, shall be used by contractors to show the amount claimed for reimbursement. Standard Form 1035, Public Voucher for Purchases and Services other than Personal—Continuation Sheet, shall be used to furnish the necessary supporting detail or additional information required by the Contracting Officer. The Contractor may submit self-designed forms which contain the required information.

(c)(1) The Contractor shall prepare a contract level invoice or request for contract financing payment in accordance with the invoice preparation instructions identified as a separate attachment in Section J of the contract. If contract work is authorized by individual delivery orders, the invoice or request for contract financing payment shall also include a summary of the current and cumulative amounts claimed by cost element for each delivery order and for the contract total, as well as any supporting data for each delivery order as identified in the instructions.

(2) The invoice or request for contract financing payment that employs a fixed rate feature shall include current and cumulative charges by contract labor category and by other major cost elements such as travel, equipment, and other direct costs. For current

costs, each cost element shall include the appropriate supporting schedules identified in the invoice preparation instructions.

(3) The charges for subcontracts shall be further detailed in a supporting schedule showing the major cost elements for each subcontract. The degree of detail for any subcontract exceeding \$5,000 is to be the same as that set forth under (c)(2).

(4) The charges for consultants shall be further detailed in the supporting schedule showing the major cost elements of each consultant. For current costs, each major cost element of the consulting agreement shall also include the supporting schedule identified in the invoice preparation instructions.

(d) Invoices or requests for contract financing payment must clearly indicate the period of performance for which payment is requested. Separate invoices or requests for contract financing payment are required for charges applicable to the basic contract and each option period.

(e)(1) Notwithstanding the provisions of the clause of this contract at FAR 52.216-7, Allowable Cost and Payment, invoices or requests for contract financing payment shall be submitted once per month unless there has been a demonstrated need and Contracting Officer approval for more frequent billings. When submitted on a monthly basis, the period covered by invoices or requests for contractor financing payments shall be the same as the period for monthly progress reports required under this contract.

(2) If the Contracting Officer allows submissions more frequently than monthly, one submittal each month shall have the same ending period of performance as the monthly progress report.

(3) Where cumulative amounts on the monthly progress report differ from the aggregate amounts claimed in the invoice(s) or request(s) for contract financing payments covering the same period, the contractor shall provide a reconciliation of the difference as part of the payment request.

#### **11.7 Government Property (EPAAR 1552.245-70)**

(a) The Contractor shall not fabricate or acquire, on behalf of the Government, either directly or indirectly through a subcontract, any item of property without prior written approval from the Contracting Officer. If the Contracting Officer authorizes the Contractor to acquire and/or fabricate equipment for use in the performance of this task order, the equipment shall be subject to the provisions of the "Government Property" clause and listed on the task order via modification.

(b) The Government will provide the item(s) of Government property to the Contractor for use in the performance of this task order as outlined in the Statement of Work. This

property shall be used and maintained by the Contractor in accordance with the provisions of the "Government Property" clause:

The "EPA Contract Property Administration Requirements" provided below apply to this contract.

U.S. Environmental Protection Agency

*Contract Property Administration Requirements*

1. *Purpose.* This document sets forth the requirements for the U.S. Environmental Protection Agency (EPA) contractors performing Government property management responsibilities under EPA contracts. These requirements supplement those contained in the Government Property clause(s) and Part 45 Government Property of the Federal Acquisition Regulation (FAR).

2. *Contract Property Administration (CPA)*

a. *EPA Delegation.* EPA delegates all contract property administration to the EPA Contract Property Coordinator (CPC). The delegations apply to all EPA contracts issued with or that have the potential to receive, purchase or acquire Government Property or include the Government Property clauses. In addition to administering all contract property, the CPC provides technical expertise and assistance to the Contracting Officer (CO) and Task Order Contracting Officer Representative (TOCOR) to Government Property.

b. *Disagreements.* Notwithstanding the delegation(s), as necessary, the Contractor may contact the CO. In the event of a disagreement between the Contractor and the CPA or the CPC the Contractor should seek resolution from the CO.

3. *Requests for Government Property.* In accordance with FAR 45.102, the Contractor shall furnish all property required for performing Government contracts. If a Contractor believes that Government property is required for performance of the task order, the Contractor shall submit a written request to the CO. At a minimum, the request shall contain the following elements:

- a. Contract/Task Order number for which the property is required.
- b. An item(s) description, quantity and estimated cost.
- c. Certification that no like contractor property exists which could be utilized.
- d. A detailed description of the task-related purpose of the property.

e. Explanation of negative impact if property is not provided by the Government.

f. Lease versus purchase analysis shall be furnished with the request to acquire property on behalf of the Government, with the exception of requests for material purchases. The Contractor may not proceed with acquisition of property on behalf of the Government until receipt of written authorization from the Contracting Officer.

4. *Transfer of Government Property.* The Contracting Officer initiates the transfer of the government property via a modification to the task order. The transferor (EPA or another Contractor) shall provide to the transferee, the receiving Contractor, the information needed to establish and maintain the property records required of FAR 52.245-1, as well as all of the applicable data elements required by Attachment 1 of this clause. The transferee, the receiving Contractor, should perform a complete inventory of the property before signing the acceptance document for the property. Accountability will transfer to the receiving Contractor upon receipt and acceptance of the property, in accordance with FAR 45.106.

5. *Records of Government Property.*

a. In accordance with FAR 52.245-1, the Contractor shall create and maintain records of all Government property, regardless of value, including property provided to and in the possession of a subcontractor. Material provided by the Government or acquired by the Contractor and billed as a direct charge to the contract is Government property and records must be established as such.

b. Support documentation used for posting entries to the property record shall provide complete, current and auditable data. Entries shall be posted to the record in a timely manner following an action.

c. When Government property is disclosed to be in the management and/or control of the Contractor but not provided under any contract, the Contractor shall record and report the property in accordance with FAR 52.245-1.

6. *Inventories of Government Property.* The Contractor shall conduct a complete physical inventory of EPA property at least once per year. The Contractor shall report the results of the inventory, including any discrepancies, to the CO. Reconciliation of discrepancies shall be completed in accordance with the schedule negotiated with the CO. See section 10 herein, Contract Closeout, for information on final inventories.

7. *Reports of Government Property.* EPA requires an annual summary report, for each contract, by contract number, of Government property in the Contractor's possession. The annual summary is due as of September 30th of each year, and upon contract termination or expiration.



a. For each classification listed on the EPA Property Report form, with the exception of material, the Contractor shall provide the total acquisition cost and total quantity. If there are zero items in a classification, or if there is an ending balance of zero, the classification must be listed with zeros in the quantity and acquisition cost columns.

b. For material, the Contractor shall provide the total acquisition cost only.

c. The reports are to be received at EPA by the CPC by October 5th of each year.

d. Distribution shall be as follows:

Original to:    CPC

One copy:    CO

e. The Contractor shall provide detailed reports on an as-needed basis, as may be requested by the CO or the CPC.

8. *Disposition of Government Property.* The disposition process is composed of three distinct phases: identification, reporting, and final disposition.

a. *Identification.* The disposition process begins with the Contractor identifying Government property that is no longer required for contract performance. Effective contract property management systems provide for identification of excess as it occurs. Once Government property has been determined to be excess to the accountable contract, it must be screened against the Contractor's other EPA contracts for further use. If the property may be reutilized, the Contractor shall notify the CO in writing. Government property will be transferred via contract modifications to other contracts only when the COs on both the current contract and the receiving contract authorize the transfer.

b. *Reporting.* Government property shall be reported in accordance with FAR 52.245-1. The Standard Form, SF 1428, Inventory Disposal Schedule, provides the format for reporting excess Government property. Instructions for completing and when to use the form may be found at FAR 52.245-1(j). Forward the completed SF 1428 to the CPC. The SF 1428 is available at <http://www.arnet.gov/far/current/html/FormsStandard54.html>. Superfund property must contain a Superfund notification and the following language must be displayed on the form: "Note to CO: Reimbursement to the EPA Superfund is required."

c. *Disposition Instructions.*

(i) *Retention.* When Government property is identified as excess, the CO may direct the Contractor in writing to retain all or part of the excess Government Property under the current contract for possible future requirements.



(ii) *Return to EPA.* When Government property is identified as excess, the CO may direct the Contractor in writing to return those items to EPA inventory. The Contractor shall ship/deliver the property in accordance with the instructions provided by the CO.

(iii) *Transfer.* When Government property is identified as excess, the CO may direct the Contractor in writing to transfer the property to another EPA Contractor. The Contractor shall transfer the property by shipping it in accordance with the instructions provided by the CO. To effect transfer of accountability, the Contractor shall provide the recipient of the property with the applicable data elements set forth in Attachment 1 of this clause.

(iv) *Abandonment.* Abandoned property must be disposed of in a manner that does not endanger the health and safety of the public. The CO shall notify the Contractor in writing of those items EPA would like to retain, have returned or transferred to another EPA Contractor. The Contractor shall update the Government property record to indicate the disposition of the item and to close the record. The Contractor shall also obtain either a signed receipt or proof of shipment from the recipient. The Contractor shall notify the CO when all actions pertaining to disposition have been completed. The Contractor shall complete an EPA Property report with changes, to include supporting documentation of completed disposition actions and submit it to the CPC.

9. *Decontamination.* In addition to the requirements of the "Government Property" clause and prior to performing disposition of any EPA Government Property, the Contractor shall certify in writing that the property is free from contamination by any hazardous or toxic substances.

10. *Contract Closeout.* The Contractor shall complete a physical inventory of all Government property at contract completion and the results, including any discrepancies, shall be reported to the CO. In the case of a terminated contract, the Contractor shall comply with the inventory requirements set forth in the applicable termination clause. The results of the inventory, as well as a detailed inventory listing, must be forwarded to the CO. The Contractor shall update all property records to show disposal action. The Contractor shall notify the CO, in writing, when all work has been completed under the contract and all Government property accountable to the contract has been disposed. The Contractor shall complete a FINAL EPA Property report with all supporting documentation to the CPC.

Attachment 1. *Required Data Element* —In addition to the requirements of FAR 52.245-1(f)(vi), Reports of Government Property, the Contractor is required to maintain, and report the following data elements for EPA Government property (all elements are not applicable to material): Name and address of the administrative Contracting Officer; Name of the Contractor representative; Business type; Name and address of the contract property coordinator; Superfund (Yes/No); No. of Subcontractor/Alternate

## 11.8 Designation of Property Coordinator

The contract property coordinator:

Karen Murray  
Environmental Protection Agency  
1200 Pennsylvania Ave., NW  
Mail Code: 3204R  
Washington, DC 20460  
Phone: 202-564-2539  
Email: murray.karen@epa.gov

is the Contracting Officer's designated representative on property matters. The Contractor shall furnish all required information on property to the contract property administrator.

**11.9 Government Furnished Data (EPAAR 1552.245-71) (SEP 2009)**

(a) The Government shall deliver to the Contractor the Government-furnished data described in the contract. If the data, suitable for its intended use, is not delivered to the Contractor, the Contracting Officer shall equitably adjust affected provisions of this contract in accordance with the "Changes" clause when:

(1) The Contractor submits a timely written request for an equitable adjustment;  
and

(2) The facts warrant an equitable adjustment.

(b) Title to Government-furnished data shall remain in the Government.

(c) The Contractor shall use the Government-furnished data only in connection with this contract.

(d) The following data will be furnished to the Contractor on or about the time indicated:

To be determined at the time of task order award and/or at the time the work is ordered.

**11.10 Tax**

The Federal Government is exempted from paying state and local taxes. The tax exempt number is 52-085-2695.

**11.11 Unpaid Federal Tax Liability & Felony Criminal Violation Certification (EPA-2012-10) (APR 2012)**

(a) In order to meet the requirements of Sections 433 and 434 of Division E of the Consolidated Appropriations Act, 2012 (Pub.L. 112-74), the contractor shall provide the

contracting officer a certification whereby the contractor certifies:

- (i) It is not a corporation that has been convicted (or had an officer or agent of such corporation acting on behalf of the corporation convicted) of a felony criminal violation under any Federal law within the preceding 24 months; and
- (ii) It is not a corporation that has any unpaid Federal tax liability that has been assessed, for which all judicial and administrative remedies have been exhausted or have lapsed, and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability.

(b) Failure of the contractor to furnish a certification or provide such additional information as requested by the Contracting Officer may render the contractor ineligible for FY2012 contract funding.

(c) The contractor has a continuing obligation to update the subject certification as required.

#### **11.12 Clauses Incorporated by Reference (FAR 52.252-2) (FEB 1998)**

The resulting order incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

<http://www.arnet.gov/far/>

<http://farsite.hill.af.mil/reghtml/regs/other/epaar/epaar1toc.htm>

#### **11.13 Contractor Quote Incorporated by Reference**

The contractor's quote dated May 4, 2012, consisting of Volume I – Technical Quote, Volume II – Price Quote, and Volume III – Plans, is hereby incorporated by reference. Should any conflicts, inconsistencies, or discrepancies arise between the contractor's quote and the task order document (including its attachments), the task order document shall take precedence.

## ATTACHMENTS

**Attachment I**

**Statement of Work**

**ATTACHED VIA SEPARATE DOCUMENT**

Attachment II

**Agency Security Requirements for Contractor Personnel**

**December 1, 2011**

To safeguard the EPA workforce and comply with Homeland Security Presidential Directive 12 (HSPD-12), Executive Order (E.O.) 13467, E.O. 13488 and Office of Personnel Management (OPM) regulations, the EPA requires the following:

- **For Unescorted Access for 6 Months or Less**

Contractor employees needing unescorted physical access to a controlled EPA facility<sup>1</sup> for 6 months or less must be determined by the EPA to be fit before being issued a physical access badge (picture ID). A fitness determination is, per E.O. 13488, a decision by an agency that an individual has or does not have the required level of character and conduct necessary to perform work for or on behalf of a federal agency as a contractor employee. A favorable fitness determination is not a decision to contract with an individual. Contractor employees must undergo, at a minimum, an FBI fingerprint check of law enforcement and investigative indices (see Section 2).

- **For Unescorted Access for More than 6 Months**

Contractor employees needing unescorted access to a controlled EPA facility for more than 6 months are required to have an HSPD-12 smart card, called an EPASS badge. Eligible contractor employees must have a completed or initiated background investigation at the National Agency Check and Inquiries (NACI) level or above, comply with all other investigative and HSPD-12-related requirements, and be determined by the EPA Personnel Security Branch (PSB) to be fit (see Section 3). "Initiated" means that all initial security requirements have been met (paperwork is completed, submitted, and PSB-approved; favorable fingerprint results have been received; funding has been provided to cover the cost of the investigation; and PSB has sent notification that the individual may begin work).

---

<sup>1</sup> A controlled facility is an area to which security controls have been applied to protect agency assets. Entry to the controlled area is restricted to personnel with a need for access.

To ensure timely contract performance, the contractor must be prepared to immediately submit upon contract award the contractor employee information detailed in Section 1.c. This applies also to incumbent contractors' employees for follow-on acquisitions. All contractor employees under a new contract are subject to the requirements in Sections 2 or 3; however, the time needed to meet security requirements may be shorter for personnel who already have a favorable fitness determination.

Contractor employees may begin work on the contract start date provided all applicable documentation in Sections 1, 2, and 3 has been received by the EPA and there is no derogatory information to preclude a favorable determination. Timely submission of contractor employees' security forms and other required documentation is essential.

A favorable determination may be revoked at any time should the EPA discover derogatory information that deems a contractor employee unfit. Contractor employees deemed unfit will not be allowed to continue under the contract, and the contractor will be responsible for providing replacements acceptable to the EPA.

The EPA may make a determination of a contractor employee's fitness at any of the following points:

- When the EPA prescreens the individual's security forms. "Red flag" issues include:
  - Having been fired from a previous job or having left under unfavorable circumstances within the past 5 years (or longer, depending on the security form questions and type of investigation);
  - Failure to register with the Selective Service System (applies to male applicants born after December 31, 1959);
  - Within the past 5 years (or longer, depending on the security form questions and type of investigation), any arrest, charge, or conviction that has been upheld for violent or dangerous behavior or a pattern of arrests that demonstrates disregard for the law;
  - Illegal drug use within the previous year, or drug manufacture or other involvement for profit within the past 5 years (or longer, depending on the security form questions and type of investigation).
- When FBI fingerprint results are returned to the EPA;
- When OPM returns the individual's investigative results to the EPA;
- When the EPA becomes aware that the contractor employee may not be fit to perform work for or on behalf of a federal agency. The contractor is responsible for monitoring its employees' fitness to work and notifying the EPA immediately of any contractor employee arrests or illegal drug use.

### **1) Initial Contractor Requirements**

This section contains the contractor's initial security requirements, which must be met before contractor employees can perform work **on-site** at EPA under this contract.



- a) The contractor must identify a point of contact (POC) and alternate POC to facilitate security processes.
- b) The contractor must ensure that all foreign nationals who will work under this contract have a valid U.S. Immigrant Visa or nonimmigrant Work Authorization Visa. The contractor must use E-Verify to verify employment eligibility as required by the FAR.
- c) The EPA requires contractor employee information for the investigative and EPASS processes. Immediately upon contract award or anytime new personnel are brought onboard, the contractor POC must log on to a secure, EPA-identified portal, create an account, and submit complete contractor employee information: Full name (as found on employment records and driver's license), Social Security number, date of birth, place of birth (city, state, country), citizenship, employee email address, EPA Program Office or Regional Office, and EPA work city and state. Note: Incomplete names, inaccurate names, and nicknames are unacceptable and may delay contractor employees' start date. Instructions and the portal link will be provided upon contract award.
- d) EPA will provide the login information for the portal. After submission of the contractor employees' data, the Contracting Officer's Representative (COR) will notify the contractor POC if additional information or corrections are required. The COR's approval of the information triggers the investigative and EPASS processes.

**2) Requirements for Contractor Employees Needing Unescorted Access for 6 Months or Less**

This section contains the requirements for contractor employees who are not eligible for an EPASS badge but who need unescorted physical access. The minimum security requirement is an FBI fingerprint check.

- a) Before the contractor employee can begin work on-site at the EPA:
  - i) He/she must be fingerprinted by the EPA; arrangements will be made by the COR.
  - ii) The contractor employee must satisfactorily respond to all questions/information requests arising from the EPA's review of the fingerprint results.
  - iii) The EPA must determine that the fingerprint results are favorable.

Once all requirements in Section 2(a) are met, the COR/PO and contractor employee will be notified that the contractor employee can start work. Contractor employees will be issued a physical access badge and may work on-site at EPA. Contractor employees must sign a receipt acknowledging responsibility to safeguard the badge and surrender it when required (see Section 4.b).

**3) Requirements for Contractor Employees Needing Unescorted Access for more than 6 Months**

This section contains the requirements for contractor employees who are eligible for an EPASS badge and who must have, at a minimum, a NACI background investigation completed or initiated. Contractor employees needing access to sensitive information or otherwise occupying moderate or high-risk positions must undergo an investigation above the NACI level. The EPA will assign a position risk level to each position on the contract and identify which contractor employees are EPASS-eligible.

- a) EPASS-eligible contractor employees must undergo a background investigation appropriate to the risk level of the position occupied, as specified by the EPA; the minimum acceptable investigation is a NACI.
- b) Employees who have previously undergone a federal background investigation at the required level and who have worked for or on behalf of the federal government without a break in service since the investigation was completed may not need a new investigation. The EPA will verify the investigative information and notify the contractor employee and COR if a new investigation is required. If an investigation is not needed, the contractor employee must still be fingerprinted by the EPA for an FBI fingerprint check and have favorable fingerprint results returned before beginning work on-site at EPA.
- c) Before beginning work on-site at the EPA, contractor employees who require a new background investigation must:
  - i) Complete and submit the appropriate OPM security questionnaire specified by the EPA via OPM's e-QIP system. Access to e-QIP will be provided by the EPA; the questionnaires are viewable at [www.opm.gov/forms](http://www.opm.gov/forms). Foreign national contractor employees must, on the security questionnaire, provide their alien registration number or the number, type, and issuance location of the visa used for entry to the United States.
  - ii) For a NACI only, also complete the OF 306, Declaration for Federal Employment, as required by OPM for any NACI and available at [http://www.opm.gov/forms/pdf\\_fill/of0306.pdf](http://www.opm.gov/forms/pdf_fill/of0306.pdf). Contractor employees must answer questions 1-13 and 16, then sign the form on the "Applicant" line, 17a.
  - iii) Follow all instructions on the form(s), answer all questions fully, and submit signature pages as directed by the EPA.
  - iv) Be fingerprinted by the EPA; arrangements for fingerprinting will be made by the COR.
  - v) Satisfactorily respond to all questions/information requests arising from the EPA's review of the forms or fingerprint results.
  - vi) Receive favorable fingerprint results.
- d) Once all requirements in Section 3(c) are met, the COR/PO and contractor employee will be notified that the contractor employee can start work. Contractor

employees may work on-site at EPA while OPM conducts the background investigation.

- e) At a time and location specified by the EPA, contractor employees must report in person for EPASS identity (ID) proofing and show two unexpired forms of identification from the lists on Department of Homeland Security Form I-9. At least one of the documents must be a valid, unexpired state or federal government-issued photo ID; non-U.S. citizens must show at least one ID from Column A on Form I-9.
- f) Before being issued an EPASS badge, contractor employees must sign a receipt acknowledging responsibility to safeguard the badge and surrender it when required (see Section 4.b). Contractor employees must meet all EPASS badge life-cycle requirements.
- g) A contractor employee has the right to appeal, in writing through the contractor POC to the COR, the denial or revocation of an EPASS badge. If the COR believes the appeal is justified, he/she will forward it to the Security Management Division (SMD). SMD's decision on behalf of the EPA will be final.

#### **4) Ongoing Contractor Security Responsibilities**

- a) The contractor POC must immediately provide updated information via the secure portal when new contractor employees are added to the contract. These contractor employees must meet all initial investigative requirements before beginning work on-site at EPA. The contractor POC must also update information via the secure portal whenever a contractor employee leaves the contract.
- b) The contractor POC must ensure that all EPA physical access and EPASS badges are returned to the COR as soon as any of the following occurs, unless otherwise determined by the Agency: (i) when the badge is no longer needed for contract performance; (ii) upon completion of a contractor employee's employment; (iii) upon contract completion or termination.
- c) These EPA security requirements must be incorporated into all resulting subcontracts wherein contractor personnel working under the subcontract require EPA physical access.

Attachment III

**Tiered User Support Pricing**

USER TIER		UNIT PRICING			
User Tier Minimum	User Tier Maximum	Base Period	Option Period I	Option Period II	Option Period III
11,500	11,500	\$(b)(4)			
11,501	12,000				
12,001	12,500				
12,501	13,000				
13,001	13,500				
13,501	14,000				
14,001	14,500				
14,501	15,000				
15,001	15,500				
15,501	16,000				
16,001	16,500				
16,501	17,000				
17,001	17,500				
17,501	18,000				
18,001	18,500				
18,501	19,000				
19,001	19,500				
19,501	20,000				
20,001	20,500				
20,501	21,000				
21,001	21,500				
21,501	22,000				
22,001	22,500				
22,501	23,000				
23,001	23,500				
23,501	24,000				

Note: Pricing shown above is on an annual basis.

**Attachment IV**

**Fixed Loaded Labor Rates**

<b>Labor Category</b>	<b>Base</b>	<b>OP I</b>	<b>OP II</b>	<b>OP III</b>
Active Directory SME	(b)(4)			
Asset Manager	\$			
Business Manager	\$			
Chief Technology Manager	\$			
Communications - Technical Writer	\$			
Deputy Task Order Manager	\$			
End Point Administrator	\$			
Lotus Notes Administrator	\$			
Quality Assurance Manager	\$			
Service Delivery/Workload Mgr	\$			
Service Desk Manager	\$			
Sr. Security Engineer	\$			
Systems Engineer Manager	\$			
Task Order Manager	\$			
Tier I Technician	\$			
Tier II Technician	\$			
Tier II Technician-Premier Support	\$			
Tier III Engineer SME	\$			
Active Directory SME	\$			
Asset Manager	\$			
Business Manager	\$			

**Attachment V**

**Labor Categories**

PROPOSED LABOR CATEGORY	CLIN	REQUIRED EDUCATION	LABOR CATEGORY REQUIRED EXPERIENCE / QUALIFICATIONS
Project Manager (Task Order Manager, Deputy Task Order manager, Service Delivery/Workload Manager)	0003, 0004, 0006, 0007, 0008, 0009,	BA, BS required; MA, MS preferred.	7 years of experience in complete project development from inception to deployment, with a demonstrated ability to provide guidance and direction in tasks of a technical nature.
Task Manager (Service Desk Manager, Asset Manager, Business Manager)	0007, 0009	BA required, coursework towards MA preferred	4 years of progressive experience in project implementation. Requires competence in technical requirements and methodologies for a given effort. Supervises ten or fewer employees.
Senior Network Engineer (Technology Refresh Manager)	0009	BA, BS required; MA, MS preferred. Formal certification (e.g., MSCNE) required	10 years of increasing experience in systems engineering process re-engineering, and/or network systems integration and systems applications. May be well versed in all aspects of LAN/WAN/MAN standards and architectures or process re-engineering techniques and methodologies.
Information Technology Consultant Senior (Quality Assurance Manager)	0002	BA, BS	7 years of experience.
Senior Systems Engineer (Systems Engineer Manager, Sr. Security Engineer, Directory SME, Endpoint Administrator, Sr. End Point Administrator, Lotus Notes Administrator)	0003, 0006, 0009,	BA, BS required	10 years of Experience
Internet Infrastructure Specialist (Chief Technology Manager)	0002	BA, BS required, MA preferred Typically has a formal certification.	15 years of technical experience with complex systems development and technical service implementation with increasing experience related to a specific area of concentration. The Internet Infrastructure Specialist is considered a resident subject matter expert.
Functional Analyst Senior (Tier 3 Engineer SME, Desktop SME)	0003, 0004, 0005, 0006, 0009	BA, BS	7 years required.
Computer HW Technician (Tier 1 Technician)	0002	Completed coursework towards BA required.	May be company intern in training as an analyst.
Junior Network Administrator (Tier 2 Technician)	0003, 0004, 0005, 0006, 0007, 0008, 0009	Completed coursework towards BA required.	May be company intern in training as a programmer. Applicable coursework preferred.
Network Engineer (Communications, Technical Writer)	0002	BA required, MA preferred. Formal certification preferred.	5 years of experience in the analysis specification, development, integration and acquisition of open systems. Progressive experience in one or more of the following disciplines: communications engineering, communications security, network analysis, command and control mission analysis, interoperability analysis, and system standards.

**Attachment VI**

**Monthly Fixed Price Financial Report**

<b>CLIN 0001</b>	<b>Phase-In Transition Support</b>
------------------	------------------------------------

*Franklin Court*

<b>Employee</b>	<b>Contractor</b>	<b>Labor Category</b>	<b>Current Period</b>	<b>Cumulative</b>
-----------------	-------------------	-----------------------	-----------------------	-------------------

*Total Franklin Court*

*Ariel Rios North*

<b>Employee</b>	<b>Contractor</b>	<b>Labor Category</b>	<b>Current Period</b>	<b>Cumulative</b>
-----------------	-------------------	-----------------------	-----------------------	-------------------

*Total Ariel Rios North*

<b>Total CLIN 0001 Labor Hours</b>	<b>Current Period</b>	<b>Cumulative</b>
------------------------------------	-----------------------	-------------------

<b>CLIN 0002</b>	<b>Basic Support</b>
------------------	----------------------

*Franklin Court*

<b>Employee</b>	<b>Contractor</b>	<b>Labor Category</b>	<b>Current Period</b>	<b>Cumulative</b>
-----------------	-------------------	-----------------------	-----------------------	-------------------

*Total Franklin Court*

*Ariel Rios North*

<b>Employee</b>	<b>Contractor</b>	<b>Labor Category</b>	<b>Current Period</b>	<b>Cumulative</b>
-----------------	-------------------	-----------------------	-----------------------	-------------------

*Total Ariel Rios North*

<b>Total CLIN 0002 Labor Hours</b>	<b>Current Period</b>	<b>Cumulative</b>
------------------------------------	-----------------------	-------------------

<b>TOTAL FP CLIN LABOR HOURS</b>	<b>CURRENT PERIOD</b>	<b>CUMULATIVE</b>
----------------------------------	-----------------------	-------------------

<b>By location:</b>	<i>Franklin Court</i> <i>Ariel Rios North</i>
---------------------	--



Attachment I

**EZ Tech Services (EZ TECH)**

**Statement of Work**





## TABLE OF CONTENTS

<b>Section 1: Introduction.....</b>	<b>1-1</b>
1.1 Overview.....	1-1
1.2 Purpose.....	1-1
1.3 Scope.....	1-1
1.3.1 EPA Cross-Functional Oversight and Coordination.....	1-3
1.4 Objectives .....	1-4
1.5 Organizational Environment.....	1-5
1.5.1 Environmental Protection Agency.....	1-5
1.5.2 Office of Environmental Information.....	1-6
1.5.3 Change Advisory Board (CAB).....	1-6
1.5.4 Assistive Technology Center.....	1-7
1.5.5 Training and Conference Room Support.....	1-8
1.6 Operating Environment.....	1-8
1.6.1 Service Location.....	1-8
1.6.2 Service Volume.....	1-8
1.6.3 Government Furnished Property.....	1-8
1.6.4 SP Furnished Property .....	1-9
1.6.5 Working Capital Fund.....	1-9
1.7 Technical Environment.....	1-13
1.7.1 Equipment Base .....	1-13
1.7.2 User Types .....	1-13
1.7.3 Support Levels.....	1-15
1.7.4 Service Desk Support Tier Levels.....	1-15
<b>Section 2: Technical Requirements.....</b>	<b>2-1</b>
2.1 Information Technology Standards Compliance .....	2-2
2.1.1 Compliance with EPA Standards.....	2-2
2.1.2 Federal Policies and Regulations .....	2-2
2.1.3 EPA Policies and Procedures.....	2-2
2.1.4 Industry Best Practices.....	2-3
2.1.5 Security and Physical and Logical Access.....	2-3
2.1.6 Section 508.....	2-3
2.1.7 English Language.....	2-3
<b>Section 3: Service Requirements.....</b>	<b>3-1</b>
3.1 Service Design.....	3-1
3.1.1 Information Security Management.....	3-1
3.1.2 Parts and Supplies.....	3-2
3.1.3 Capacity Management.....	3-2
3.1.4 Service Catalogue Management.....	3-2
3.2 Service Operation .....	3-3
3.2.1 General Service Desk Operations .....	3-3
3.2.2 User Types .....	3-9
3.2.3 Support Levels.....	3-10
3.2.4 Service Desk Support Levels.....	3-10
3.2.5 User Provisioning and Deprovisioning.....	3-11
3.2.6 End User Computing Move/Add/Change (MAC) Support.....	3-14
3.2.7 Incident Management .....	3-17



3.2.8	Problem Management .....	3-19
3.2.9	Request Fulfillment Management .....	3-20
3.2.10	Event Management .....	3-21
3.2.11	Performance Management .....	3-22
3.2.12	Desktop and Configuration Management .....	3-23
3.2.13	Knowledge Management .....	3-37
3.2.14	Change Management .....	3-37
3.2.15	Release and Deployment Management .....	3-38
3.2.16	Asset Management .....	3-38

**Section 4: Program and Task Management..... 4-1**

4.1	Service Provider Transition .....	4-1
4.1.1	Phase In .....	4-1
4.1.2	Phase Out .....	4-2
4.2	Communications .....	4-2
4.3	Coordination .....	4-3
4.3.1	Government Points of Contact .....	4-3
4.3.2	Other Service Providers .....	4-3
4.4	Service Provider Resources .....	4-3
4.4.1	Program Manager .....	4-4
4.4.2	Training and Certification Requirements .....	4-4
4.4.3	Security Requirements .....	4-4
4.4.4	Non-Disclosure Requirements .....	4-5
4.4.5	Confidential Business Information Requirements .....	4-5
4.4.6	Surge Support .....	4-5
4.5	Continuous Service Improvements .....	4-6
4.6	Management Plans and Procedures and Organization .....	4-6
4.6.1	Program Management Plan .....	4-6
4.6.2	Phase In Plan .....	4-6
4.6.3	Phase Out Plan .....	4-7
4.6.4	User Satisfaction Plan .....	4-7
4.6.5	Staffing Plan .....	4-7
4.6.6	Standard Operating Procedures .....	4-8
4.6.7	Operational Plan .....	4-8
4.6.8	Security Plan .....	4-9
4.6.9	Operational Level Agreements .....	4-9
4.6.10	Configuration Management Plan .....	4-9
4.6.11	Service Improvement Plan .....	4-9
4.6.12	Quality Assurance/Quality Control Plan .....	4-10
4.7	Meetings .....	4-10
4.7.1	Task Order Kick-Off Meeting .....	4-11
4.7.2	Quarterly Program Briefing .....	4-11
4.7.3	Bi-weekly Program Management Meetings .....	4-11
4.7.4	Weekly Program Management Briefings .....	4-11
4.7.5	Weekly Task Lead meetings .....	4-12
4.7.6	Minutes .....	4-12
4.8	Reporting .....	4-12
4.8.1	Monthly Firm Fixed Price Financial Report (Only Applies to CLINs Invoiced on a FFP Basis) .....	4-13
4.8.2	Ad Hoc Reporting (Optional CLIN) .....	4-13
4.9	Capacity, Workforce and Workspace Changes .....	4-13
4.10	Future Projects and Services (Optional CLIN) .....	4-14
4.10.1	New Projects (Optional CLIN) .....	4-14



4.10.2 New Services (Optional CLIN) .....	4-14
4.11 Deliverables Management .....	4-14
4.12 Documentation .....	4-15
4.13 Environmental Stewardship .....	4-15
<b>Appendices .....</b>	<b>A-1</b>
A.1 Definitions .....	A-1
A.2 Acronyms .....	A-2
A.3 EPA Regions and Offices .....	A-4
A.4 Federal Policies and Regulations .....	A-5
A.5 EPA Policies and Procedures .....	A-6
A.6 Historical Service Desk Volume .....	A-7
A.7 Sample FFP Financial Reports .....	A-8
A.8 Deliverables Matrix .....	A-8
A.9 Routing Matrix .....	A-13
A.10 Standard Enterprise Devices .....	A-14
A.11 Standard Enterprise Software .....	A-14
A.12 ORD Scientific Equipment Statistics .....	A-17
A.13 ORD Scientific User Statistics .....	A-18
A.14 Working Capital Fund (WCF) Codes .....	A-19
A.15 OTOP Normal Change Management Process Flow .....	A-20
A.16 Customer Satisfaction Survey (Sample) .....	A-21
A.17 Location Staffing Requirements .....	A-22
A.18 Current EPA EZ TECH Tools .....	A-29
A.19 Parts Inventory Items .....	A-29
A.20 Service Level Agreements .....	A-30
A.21 Key Personnel .....	A-31
A.21.1 Experience Required For Key Personnel .....	A-31
A.22 Support Breakout .....	A-38
A.23 Other Service Providers .....	A-43
A.24 EPA Office Points of Contact .....	A-45



## LIST OF FIGURES & TABLES

Figure 1-1: Cross Contract Coordination .....	1-4
Table 1-1: Working Capital Fund Usage Report Format.....	1-11
Figure 3-1: Process Overview (High Level Diagram).....	3-5
Table 3-1: Service Desk Priority Levels .....	3-8
Table 3-2: Incident Classification.....	3-19
Table 4-1: Historical Intern Provisioning Metrics.....	4-6
Table 4-2: Historical Intern Deprovisioning Metrics.....	4-6
Table A-1.1: Definitions.....	A-1
Table A-2.1: Acronyms .....	A-2
Table A-4.1: Federal Policies and Regulations .....	A-5
Table A-5.1: EPA Policies and Procedures .....	A-6
Table A-6.1: Historical Service Desk Incidents .....	A-7
Figure A-7.1: Sample FFP Financial Reports .....	A-8
Table A-8.1: Report Matrix.....	A-8
Table A-8.2: SOP and Other Deliverables Matrix .....	A-10
Table A-8.3: Plan Deliverables and Associated Due Dates .....	A-11
Table A-9.1: Routing Matrix.....	A-13
Table A-11.1: Standard Enterprise Software .....	A-15
Table A-12.1: Scientific Equipment Statistics .....	A-17
Table A-13.1: ORD Scientific User Statistics .....	A-18
Table A-14: Working Capital Fund (WCF) Codes.....	A-19
Figure A-15.1: Change Management Control Process Flow.....	A-20
Figure A-16.1: Sample Customer Satisfaction Survey.....	A-21
Table A-17.1: EPA Sites, Locations, and Users .....	A-22
Table A-17.2: OECA Remote Locations, and Users.....	A-24
Table A-17.3: EZ TECH Regional Sites and Counts.....	A-28
Table A-20.1: Service Level Agreements .....	A-30
Table A-22.1: Support Breakout .....	A-38
Table A-23.1: Other Service Providers .....	A-43
Table A-24.1: EPA Office Points of Contact .....	A-45



## Section 1: Introduction

### 1.1 Overview

This document is a Statement of Work (SOW) for the Environmental Protection Agency (EPA) Information Technology (IT) EZ Tech Services (EZ TECH) acquisition. EPA with this SOW is putting forward requirements for a task order on one of three contracts that will support agency computing users. These three separate contracts will cover EZ Tech Services, print services, and hardware procurement. This SOW describes the scope of EZ Tech Services and cross contract touch-points, performance requirements, and expectations for EZ TECH.

Precise methods for meeting these requirements are not specified in the SOW; instead, this document identifies the administrative and technical responsibilities, performance and regulatory requirements, and workload requiring support that will form the basis of the task order resulting from this acquisition. Most functions and activities will be handled as firm fixed price task and sub-tasks with additional tasking identified as being supported under separate Contract Line Items (CLINs) using a mix of fixed price and time and materials billing. (See Appendix A.22 for details.) All work performed must comply with all applicable regulations and guidelines as set forth in this document or as instructed by the Contracting Officer Representative (COR) pursuant to the Technical Direction clause of this task order.

For the purposes of this document, the term Service Provider (SP) refers to a private sector company that will develop, assemble and execute a comprehensive solution to the EZ TECH requirements outlined in this SOW. As used within this document, the term user covers EPA staff and designated non-EPA entities, Federal, non-Federal as well as contractors with whom EPA has agreements to extend IT support services. These users support management, research, programmatic and administrative functions within the EPA.

### 1.2 Purpose

The EPA aims to continue to build upon its current services incorporating lessons learned and best practices to provide an exceptional user experience. The purpose of this SOW is to provide a clear understanding of the EZ Tech Services to be provided by the SP to EPA users as detailed in the SOW, as well as an understanding of the current support services environment and desired areas of improvement.

### 1.3 Scope

The scope of this SOW includes the workload and efforts of both federal employees and IT support SPs currently performing the EZ TECH requirements across multiple locations.

The support provided under this task order is required to meet the needs of all EPA users. EPA users include Standard, Power, High Computing, and Shared Computer as well as Remote Users and users at alternate work locations. At the start of this task order, service will include users at EPA's Headquarters in Washington, DC and throughout the country



and will cover approximately 11,500 seats. During the term of this task order other EPA regions may choose to participate at their discretion. Should all regions opt in, the total number of seats would have a ceiling of 25,000 seats. EPA's average ticket count is 9,954 calculated using the average of the total ticket counts across September, October and November, 2011 and represents the task order as initially scoped, not including the optional CLINS. This SOW covers both standard and non-standard EPA IT hardware and software. Under the terms of this task order, the SP will provide support for EPA hardware endpoints including but not limited to the following:

- Desktops, laptops, thin clients.
- Scientific computers, PCs used as laboratory instrument controllers and software will be included in the scope of support only if the High Computing Users Optional CLIN defined on page 1-10 is exercised.
- Access to EPA server resources, data, systems, printers and peripherals.
- EPA operating systems (OSs), Commercial Off the Shelf (COTS) software and custom developed software. (See appendix A.11- Standard Enterprise Software for details.)
- Access to the EPA wide area network (WAN) and the Internet.
- Technical refresh of EPA's computing endpoints.
- Assistive Technology Center Support.
- Training and Conference Room Support.

(See section 1.7 – User types, for further details on EPA user types as well as EPA hardware endpoints and their configurations.)

EPA's standard hardware and configurations are subject to a quarterly review and may change depending on available hardware from manufacturers and the incorporation of evolving technology. Future hardware under consideration includes tablet computers and mobile devices with varying OSs. Other future technology yet to be defined may also be included (e.g. virtual desktops). The SP will be responsible for accomplishing the tasks within the SOW as defined herein. The SP will provide services to complete the following:

- Installation, implementation, provisioning, maintenance, deprovisioning, decommission, removal and disposal of IT infrastructure through EPA's Office of Administration and Resources Management's (OARM's). Federal disposal requirements as described herein on a continuing basis in response to EPA user requirements.
- Maintain an awareness of the quality, efficiency and cost-effectiveness of all services provided, with a continuing emphasis on devising and developing better methods and/or procedures to provide the IT infrastructure required by the EPA user community to meet present and future needs in support of EPA's mission.
- Coordination of procurement by EPA federal staff through EPA's Program Offices and the EPA designated hardware provider.

The scope of this EZ TECH task order is to provide desktop services and support to EPA users located at the Headquarters office in the Washington, D.C. metropolitan area as well as other locations through the country (See Appendix A.3), remote users, and alternate work location users as described in Section 1.7. EPA may choose to add





additional locations and users to EZ TECH over the course of the task order through separate Contract Line Items (CLINs). Specifically, EPA may choose to expand the task order to include support for the 10 EPA Regional Offices, labs and other remote locations. (See Appendix A.3) offices.

- The SP will be required to coordinate and collaborate with other EPA infrastructure IT service providers (e.g. VoIP, PBX, switches, routers, hubs, Wireless LANs, network wiring, mobile telephone services, landline telephones, audio/video equipment and services).

### **1.3.1 EPA Cross-Functional Oversight and Coordination**

The Director of the Enterprise Desktop Solutions Division (EDSD) is responsible for oversight of EZ TECH and integration of touch-points between two other contract vehicles for the provisioning of services to the EPA (Managed Print Services and Hardware Procurement). The CORs will serve as the key point of contact for the management, operation, and application of this program.

#### **1.3.1.1 Cross-Functional Oversight Team**

The Cross-Functional Oversight Team will serve as the EPA Points of Contact (POC)s to the SP across all EPA locations. The organizational structure of EPA's Cross-Functional Oversight Team will be determined by the EDSD Director at a later date, but can be expected to collaborate with the SP project manager(s) and site leads.

#### **1.3.1.2 Cross-Functional Oversight Functions**

The objective of the Cross-Functional Oversight Team is to monitor service performance from an agency perspective. This includes a combined approach of reviewing SP reports and maintaining interactive dialogue with the SP to ensure comprehensive oversight. The oversight program reporting is not intended to duplicate measurement of operational data or any quality assurance reports, but is designed to keep the EPA informed of SP status, efficiency, and areas requiring improvement.

The Cross-Functional Oversight team will include the COR and will coordinate with SPs across the EZ TECH, Managed Print Services, and Hardware Procurement contracts to ensure that touch-points between services are clearly defined and understood by each individual SP to ensure responsibility and accountability as well as establishing an approach to address potential conflicts. The team will define SP interaction with internal EPA services, programs such as (BigFix, Active Directory (AD), Working Capital Fund (WCF), etc.), and EPA technicians. The team will also coordinate regional user integration and touch-points should they begin to utilize these services.

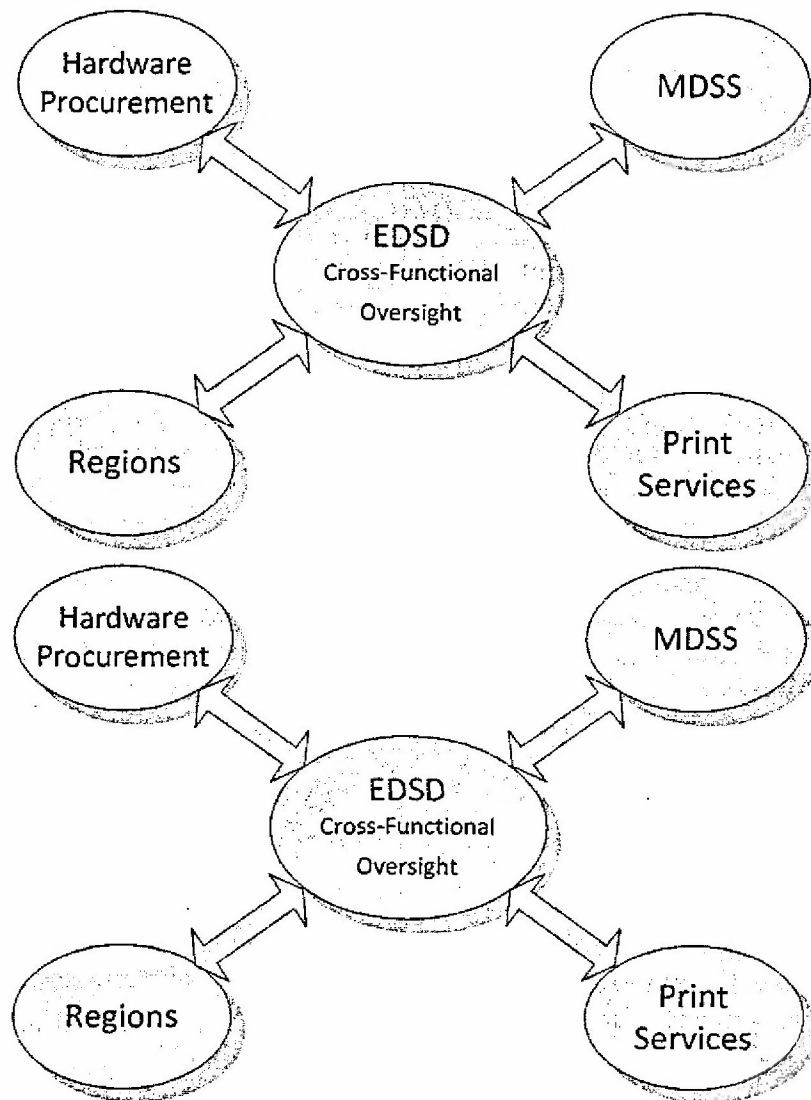


Figure 1-1: Cross Contract Coordination

## 1.4 Objectives

EPA EZ Tech Services will be designed to provide highly integrated and responsive technical support that, first and foremost, strives to provide an exceptional user experience. The SP will accomplish this by providing a structure capable of meeting the needs of EPA's varied user communities, fostering user confidence and security by providing the highest quality of service to address all registered concerns quickly and accurately, and following through in a manner that considers the needs of the users and the agency.

EPA's goals for this task order will be achieved through SP adherence to the SLAs defined in Appendix A.20 and include the following:

- Creating and maintaining value for our end users through an enhanced service delivery model that is focused on operational excellence, innovation, and repeatable processes.



- Providing a secure, stable, and customer oriented desktop that provides end users the tools and services necessary to achieve the mission of the Agency.
- Creative approaches to communicating with users, and empowering users to remediate lower complexity issues themselves through self-help etc.. Containing costs to the Agency by utilizing industry best-practices in providing support and services based on an Information Technology Infrastructure Library (ITIL) framework.
- Continually measuring and improving processes and IT services to increase efficiency and effectiveness through the application of ITIL Continual Service Improvements (CSI).
- Establishing a clearly defined SP organizational leadership (PMs, Site Representatives, etc.).
- Minimizing EPA staff's hands-on intervention and involvement in operations.
- Resolving incidents and problems as rapidly and effectively as possible.
- Effective ticketing methods and processes that map to customer credentials (Lotus Notes Active Directory, etc.) to allow for easy ticket tracking and reduced repeat calls to the call center.
- Ensuring high quality services are delivered as effectively and efficiently as possible.
- Clearly defined and efficient hardware asset management.
- Ensuring timely and effective provisioning that enables users to quickly become active and able to perform their job functions.
- Ensuring EPA users have the right resources at the right time to perform their jobs as efficiently and effectively as possible with minimal disruption to services.
- Sufficient levels of help desk operators who are technical, knowledgeable of government processes (legacy knowledge of EPA's environment is considered important), who are adequately trained and monitored.
- Providing expansion capabilities able to accommodate increases in user base or advances in technology.

## **1.5 Organizational Environment**

This section describes the structure of the EPA. It describes EPA's mission, organization and the Office of Environmental Information (OEI) through which EZ TECH services, as detailed in the Service Requirements, will be managed. It also provides a description of the EPA's Change Advisory Board (CAB) and Assistive Technology Center (ATC).

### **1.5.1 Environmental Protection Agency**

EPA's mission is to protect human health and the environment. Since 1970, EPA has worked for a cleaner, healthier environment for the American people. EPA employs 18,000 people across the country, including offices in Washington, D.C.; 10 regional offices; and more than a dozen laboratories and other locations. EPA users come from a variety of disciplines; more than half are engineers, scientists and policy analysts. In addition, many employees are legal, public affairs,



financial, information management and computer specialists. EPA is led by its Administrator, who is appointed by the President of the United States.

More information about EPA, including organizational charts, can be found on the EPA website at <http://www.epa.gov/epahome/aboutepa.htm>.

### **1.5.2 Office of Environmental Information**

OEI is the central IT organization within EPA. The Assistant Administrator for OEI serves as the Chief Information Officer (CIO) for the Agency. OEI, under the supervision of the CIO, is responsible for advancing the creation, management and use of information technology and data as a strategic resource to enhance public health and environmental protection, and promote informed decision-making and improve the public's access to information about environmental conditions. Additionally, OEI is responsible for providing the ability to access, use and communicate environmental program and administrative information.

OEI is responsible for the effective implementation and management of the EZ TECH services. As specified in the task order, OEI has the responsibility for regular reporting to Office of Management and Budget (OMB) to ensure the SP is cost effective and efficiently delivering EZ TECH services across the Agency.

Each Program Office and region has a liaison to OEI who is also responsible for IT management within its own organization. Designees in the program offices are referred to as Information Management Officers (IMO). Designees in the regional offices are referred to as Information Resources Management (IRM) Branch Chiefs (BCs).

The Office of Technology Operations and Planning (OTOP) within OEI is the EPA's focal point for policy, management and implementation of EPA's IT infrastructure. It is responsible for oversight of federal and EPA IT statutes, regulations and standards. OTOP sets hardware, software and telecommunications standards, operates EPA's internal information technology infrastructure and organizes strategic planning for IT and security. EZ TECH will be managed by OTOP.

### **1.5.3 Change Advisory Board (CAB)**

The EZ TECH SP will participate in the CAB and follow the processes and procedures as defined in the EPA OTOP PM/ITIL Implementation Project: Change Management Process and Procedures (See Appendix A-15). The SP task order Program Manager, Deputy Program Manager or other SP representative as approved or requested by the COR shall attend CAB meetings (See Appendix A.8). EPA's CAB consists of personnel from each OTOP division and office familiar with the OTOP IT environment. The CAB coordinates and provides oversight for all OTOP technology systems including changes related to desktop solutions, mobile devices, hardware, software, middleware, firmware, telecommunication/network, environment, systems, applicable documentation and facilities through the OTOP CAB. The OTOP Change Management Processes and Procedures ensure standardized methods and procedures are used for the efficient and prompt handling of all system changes, and achieve the following objectives:



- Manage changes to systems and track all system configuration and associated document changes, as well as the integrity, availability and maintainability of the system. Changes are identified, defined, evaluated, approved, and tracked through completion.
- Ensure that the implementation of changes results in a minimum disruption of service.
- Reduce or eliminate incidents related to the implementation of changes.
- Provide clear guidance on responsibilities and compliance requirements.
- Ensure reasonable change activities are planned and executed consistently.
- Ensure compliance with higher level operations and security guidance, while taking into consideration any more stringent EPA requirements or exceptions.
- Meet or exceed all federal regulatory policies and procedures communicated to government agencies which affect configuration and change management processes to be implemented on EPA information technology assets.
- Ensure an audit trail. This includes change requests, approvals, pre-installation test results, and installation/deployment dates, to support the system. It also includes effectively planning to ensure the ability to reverse a deployment or implementation.
- Facilitate life cycle management and operational consistency. This is verified by auditing installed systems against process compliance.
- Facilitate making effective risk-based decisions to maintain each system's mission capability, authorized security posture, and minimize risk.
- Ensure all Computer Security Incident Response Center (CSIRC) considerations are included.
- Ensure that service packs and standard updates are applied in accordance with standard change procedures.
- Ensure EPA notifies customers of pending system changes that could impact availability or operations.

In the event that regions begin to utilize EZ TECH, the Cross-Functional Oversight Program Team will ensure regional representation on the CAB and assist in the development of any unique change management processes and procedures that would better fit the regions existing environment.

#### **1.5.4 Assistive Technology Center**

The SP will be required to provide support for assistive technologies at all EPA-supported facilities in compliance with Section 508 (See Section 2.1.6 for further details). To support EPA users who require assistive technologies, the EPA operates an Assistive Technology Center (ATC). The ATC is located in the basement of EPA East, 1201 Constitution Ave. NW, Washington, D.C room B132. The ATC houses Computers equipped with a variety of accessibility tools. These tools are samples of the types of tools that can be used to enable employees who are deaf or hearing-impaired or who have mobility, visual, and/or cognitive disabilities to work with electronic and information technology. The mission of the ATC is to work with employees and managers to find accessible solutions for users with unique desktop accessibility requirements, to facilitate the acquisition



and installation of those tools, to provide a place where system developers may test agency applications and websites for compliance with accessibility requirements, and to present assistive technology tool demonstrations and provide hands-on try-outs and education. Approximately 14% of users are provided support through the ATC.

#### **1.5.5 Training and Conference Room Support**

The SP shall provide support for training and conference rooms located throughout EPA facilities. To support EPA training and conference rooms, the SP shall:

- a) Maintain all EZ TECH Equipment in compliance with the requirements set forth herein.
- b) Accept and own tickets for EZ TECH equipment. If the SP cannot provide direct support, The SP shall be responsible for routing the issue in accordance with the EZ TECH Routing Matrix (See Appendix A.9 and A.24).

### **1.6 Operating Environment**

This section describes the government and SP's responsibilities for providing real property and the processes for funding EZ TECH services (as detailed in Section 3 - Service Requirements).

#### **1.6.1 Service Location**

The SP shall provide Tier 1 support (phone support) at an EPA furnished primary and backup locations using Echopass to route calls between the sites. EchoPass is the EPA standard for call routing in our service desk architecture. The SP shall provide Tier 2, on-site support, at all EPA locations for EZ TECH supported users. (See Appendix A.17) Tier 3 and Tier 4 support shall be provided off-site.

#### **1.6.2 Service Volume**

In order to provide an estimation of the anticipated call volume, historical statistics covering the current approximately 12,500 users are included in Appendix A.6 - Historical Service Desk Volume. The call volume and statistics listed are provided for estimation purposes only and do not represent a binding number of service or support incidents anticipated by the EPA.

#### **1.6.3 Government Furnished Property**

EPA will provide facilities, equipment, supplies, and materials to the SP for on-site support and service provided to EPA users. This government furnished property (GFP) includes access to facilities, software, and accounts. The SP shall not use GFP for any purpose other than execution of work under the scope of this SOW.

Based upon the staffing and storage needs of the SP, EPA will provide limited facility space – 11,000 sqft across all EPA facilities used to accommodate 70 contract personnel and storage. See Appendix A.24 for the distribution within



EPA sites. EPA will work with the SP to ensure adequate space is provided for storage and on-site SP personnel. EPA will provide office furniture, network lines, telephones, and phone lines for on-site personnel. The government will maintain government-owned facilities throughout the duration of this task order. Types of services provided with the facilities may include utilities, janitorial services, and trash removal. The SP shall not relocate activities or operational units within assigned facilities or make modifications to facilities without prior approval from the COR. Damages to facilities determined to be the fault of the SP shall be repaired by the SP at no expense to the government, as directed by the COR. The SP shall return facilities to the government in the same condition as received, except for normal wear and tear and approved modifications. The government reserves the right to reallocate and relocate assigned facilities during the term of the task order.

EPA will provide government furnished accounts for Active Directory, Lotus Notes, and other systems as deemed necessary to meet the requirements of this task order.

The SP shall use EPA provided desktop management software tools. Access to these tools will be provided to the SP and will include remote access via VPN using a soft token. The Agency currently holds licenses to;

- BMC-Remedy Service Desk
- EchoPass
- Symantec Endpoint Virus Protection
- IBM Tivoli Endpoint Manager - Enterprise Suite (TEM)
- Beyond Trust Powerbroker
- Absolute Computrace
- Checkpoint Full Disk Encryption
- BoxTone for Blackberry Support
- Bomgar Remote Assistance
- Flexera AdminStudio
- eBusiness
- EPA Automated System Security Evaluation and Remediation Tracking (ASSERT)

#### **1.6.4 SP Furnished Property**

The SP shall furnish all property not specifically identified in section 1.6.3 as government furnished in performance of this task order. Equipment used by the SP and interfaces with EPA systems must be approved by the COR, meet EPA standards, and comply with applicable federal and EPA policies and regulations (See Appendix A.4).

#### **1.6.5 Working Capital Fund**

A "Working Capital Fund" (WCF) is a financial tool ("intra-agency revolving fund") for managing common administrative services within a Federal agency and represents the Agency's IT Service Catalogue. Working capital funds are





consistent with the President's Management Agenda and with Federal Accounting Standards Advisory Board criteria for managerial cost accounting.

Funding of the EPA WCF is provided by fees collected from other Agency appropriations and other federal agencies to offset costs incurred for providing Agency administrative support for computer and telecommunication services, financial system services, employee relocation services, and postage.

#### ***Usage (Workload) Submission***

Usage is the financial data delivered by the SP to report the amount of service provided under the Working Capital Fund (WCF) in the unit of measure required by the WCF service. Depending on the service provided the unit of measure will vary, for example - hours, cost, # of month, counts, or quantities. Specific unit of measure and required format will be provided by the EPA annually in conjunction with exercising a task option year.

#### ***Information Required to Submit Usage***

The SP shall report service usage under the Working Capital Fund in the unit of measure required for the WCF service. If the unit of measure is SP costs the usage report must match the SP's invoice for the period. Otherwise, usage is generated by capture methods for the Working Capital Fund and shall be inclusive of service provided to the WCF customers thru the last day of the prior month. Usage shall be submitted in eBusiness and provided at a minimum, no later than the 7th day of the calendar month and shall be successfully validated no later than the 10<sup>th</sup> calendar day of the month. The EPA will grant the SP access to eBusiness to submit usage. Usage input files shall adhere to the following requirements:

- a) Be composed of both header and detail records.
- b) Header records include the service code and summarize the detail records that follow.
- c) A separate header record shall be created for each service for which usage will be submitted.
- d) The SP shall be required to correct and resubmit any usage files that fail eBusiness validation.
- e) Be in a fixed width text file format.
- f) Not all services will have the Date, Time, Phone Minutes Used, Phone Calls, or Category fields.
- g) For services where these fields are not applicable the information should be left blank.
- h) Negative amounts such as credited usage should be submitted with a negative sign (-) before the usage. For example, -1234.000 would credit usage for -1234.000 units.
- i) The Start Date and End Date of usage detail records should not span across months.



**Table 1-1: Working Capital Fund Usage Report Format**

Header Record Requirement	
Field Name	Explanation
Record Type	The record type for header records is H. Header records summarize the detail lines that follow.
Service Code	Service Code that pertains to the detail records that follow
Number of Records	Number of detail records that follow this header record.
Usage	Total Usage for this service code. Total Usage is the sum of the usage detail records.

Detail records will contain the data fields described below for usage that is summarized in the header record

Detail Record Requirement	
Field Name	Explanation
Record Type	The record type for detail records is D. The detail record type represents individual usage records.
RegistrationID	eBusiness Registration ID
Usage	Usage amount in units.
Stdt	Start Date of service provided for the usage in YYYYMMDD format.
Enddt	End date of service provided for the usage in YYYYMMDD format.
Date	Date (optional) in YYYYMMDD format. Historically provided for Teleconferencing services
Time	Time (optional) in HHMMSS military time format. Historically provided for Teleconferencing services
Phmins	Phone Minutes Used (optional) Historically provided for Voice services
Phcalls	Phone Calls (optional) Historically provided for Voice services
Category	Category code (mandatory/optional dependent per product).

### **Special Projects (TC, TZ and XX)**

Headquarters Support Projects (TC), Technical Consulting Services (TZ) and Internet Service Center (XX) are Working Capital Fund (WCF) services through which special projects are funded. Customers work with the Service Provider Team to identify customer needs, define a statement of work, apply all associated direct costs to the Technical Cost Proposal and calculate the costs associated with the project. The SP shall be prepared to provide this specialized service capability in addition to normal service provisioning for those projects that do not fit but are related to the different common data processing service offering. These services provide the expert consultation and project support required to do the following:

1. Define customers' technology needs, options, and solution alternatives
2. Define and integrate infrastructure, voice, and data services
3. Provide consultation for other, miscellaneous services
4. Define special needs or requirements, and to recommend technical solutions in the following areas:
  - 4.1. Information technology solutions & integration
  - 4.2. Infrastructure cable and wiring
  - 4.3. PC configuration/backup or server backup



- 4.4. Specialized development & application services (Headquarters offices)
- 4.5. Collaborative IT conference room support (design, build-out, and implementation)
- 4.6. Program office support
5. Define and integrate technology for special infrastructure and voice and data services including:
  - 5.1. DSL Internet support
  - 5.2. Homeland Secure Data Network
  - 5.3. HQ Off-Premise Services
  - 5.4. On-Site field telecommunications (EPA Regions and laboratories)
  - 5.5. Electronic systems
6. Provide other specialty services such as:
  - 6.1. IT equipment moves & rentals
  - 6.2. IT training, specialized training, and classroom scheduling
  - 6.3. PC networking
  - 6.4. Technical and general consulting
  - 6.5. Lifecycle web page and application development support
  - 6.6. Database design, security, data conversion, testing, deployment, monitoring, performance tuning and problem resolution support
  - 6.7. Geographical Information Systems (GIS) application consultation, development and support
  - 6.8. Document management and imaging support
  - 6.9. Data and telecommunication network connectivity support
  - 6.10. Security support that addresses needs and concerns about platform security, data integrity, policy compliance, and operational security procedures
  - 6.11. Scientific modeling and visualization services, parallel programming, and development of visualization applications and products
  - 6.12. Resource sharing and collaboration services
  - 6.13. Requirements analysis, pilot and proof-of-concept projects, project management and coordination, data analysis, and new and evolving technology research, planning, and consultation
  - 6.14. Conference support
  - 6.15. Application support coverage hours in excess of that which is provided by Web Application Support Services (XS)
  - 6.16. Other contract services not directly available through existing Working Capital Fund (WCF) services such as Proofs of Concept, web analytics, system and application upgrades, and special documentation projects.

The contractor shall prepare and submit monthly WCF bills for each customer served under the TC, TZ and XX services. The bills shall adhere to all the WCF business office formats and due dates. Each month's bill shall be reviewed by the TOCOR before submission. The SP shall charge each customer's work to the appropriate project code. The SP shall include in each month's billing submittal a



summary for WCF and a detailed report for each customer's charges, including, but not limited to labor, travel, ODCs, and other miscellaneous charges which may accrue to the customer through work provided via written technical direction from the TOCOR. Each month the contractor shall review the actual customer billing released by the WCF business office to ensure that submitted data was properly billed.

## **1.7 Technical Environment**

This section describes the current EPA-CTS equipment base, existing user types, service levels and help desk tiering within the EPA.

### **1.7.1 Equipment Base**

The current equipment base for all EPA hardware to be covered under this task order is listed below. The equipment base statistics are provided for estimation purposes only and do not represent a binding number of end-points anticipated by the EPA. However, should regions begin to utilize this service, numbers may increase incrementally up to 25,000 deployed units. The following current hardware profile includes approximately 12,500 deployed units comprised of approximately 75.5% laptops and 24.5% desktops:

- Desktop Computers: 3,235
- Laptop/Notebooks: 9,283
- Monitors: 12,518 (1 monitor for each computer)
- Printers: 1,300 (network attached), 650 (local printers)
- BlackBerry Smart Phones: Approximately 3,000

### **1.7.2 User Types**

The following user type definitions provide an overview of the users to be supported under this task order. The SP shall provide support for all of these user types and configurations in accordance with the directives of this SOW.

#### **Standard Users**

The general user community within the EPA operates a standard computing configuration. EPA's standard hardware includes the following characteristics:

- Personal computer hardware (desktop/laptop) configured using the EPA standard OSs uniformly configured per the Agency System Configuration Document (SCD) – available upon request.
- Windows XP, Windows 7 (or above) OS.
- Maintained uniformly with centrally-managed OS patches and updates.
- Includes uniform core software. (See Appendix A.11)
- Individual systems also have a wide variety of non-standard software specified by each user to facilitate performance of their work.

#### **Power User**

EPA's Power Users include application developers and research analysts. The Power User Computer includes the following characteristics:



- Personal computer hardware (desktop/laptop) configured using the EPA standard OSs uniformly configured per the SCD.
- Windows XP, Windows 7 (or above) OS
- Maintained uniformly with centrally-managed OS patches and updates.
- Includes uniform core software. (See Appendix A.11)
- Individual systems also have a wide variety of non-standard software specified by each user to facilitate performance of their work. Specialized software examples include but are not limited to the following:
  - ♦ Statistical software including R and SAS.
  - ♦ GeoSpatial including ESRI products.
  - ♦ Development Software including Oracle and Coldfusion.

#### **High Computing Users (Optional CLIN)**

The scientific community requires computing power, data management, and data storage capabilities far exceeding those needed for standard computing activities. The ability to modify this environment quickly by adding new capabilities is necessary to efficiently meet current and future needs of EPA's science and research community. Computer equipment used by this group may be standalone or networked and includes the following characteristics:

- Computers configured using:
  - ♦ Windows (i.e., Windows XP, and Windows 7 or above).
  - ♦ Unix/Linux (i.e., Unix, RHEL Linux, SGI IRIX and Sun Solaris).
  - ♦ Apple Mac used by individuals or groups for high-end computing, graphics and display processing, or platforms for specific user software.
  - ♦ Older versions of Windows, DOS, Unix and Linux that may be required to support specialized software and equipment.
- Computers configured and maintained according to Agency SCD and Standard Image documentation.
- Individual systems also have a wide variety of non-standard software specified by each user to facilitate performance of their work.

#### **Computers connected to Lab Equipment (Optional CLIN)**

In support of computer equipment connected to Lab Equipment (i.e., Scientific Systems):

- May be connected to laboratory instruments or equipment.
- May be used in the field, outside of EPA facilities and will receive the same level of support provided to remote users/alternative work location users.
- Lab computer equipment running non-standard versions of the Windows or Linux OSs including OS modifications, upgrades and patches necessary to maintain the Agency SCD and security specifications to the highest extent possible without interfering with the purpose or operation of the laboratory equipment, system operations (e.g., backups) when requested by the Computer owner and system administration of laboratory Computers and accounts.
- Includes peripheral hardware and software not part of the originally provisioned system (e.g. specialized interface boards or software used to connect a Radioisotope or Mass Spectrometer to a pc).



### ***Remote Users/Alternate Work Location Users***

The EPA's mobile workforce may be indirectly connected to the EPA Network, via an internet service provider by means of Air-card, DSL, dial-up, or other forms on telecommunications. This mobile workforce is composed of individuals that may be working from home (or other locations) on telework, medical, or flexiplace agreements; on travel at conference centers, training, or other duty stations; conducting experiments, sampling, or research "in the field", or working "off-line" performing investigative assignments, etc..

### ***International Travel Users***

In instances where EPA employees need to travel overseas, they are provided hardened laptops to increase security and reduce its surface for vulnerability. There were 113 laptops provisioned for international travel between October 2010 and November 2011. On average, this equates to 10 users per month.

### ***Shared Computer Users***

The EPA maintains some Computers that support multiple staff members which require user specific management of software configurations and profiles.

## **1.7.3 Support Levels**

### ***Standard Support***

The majority of users at EPA users fall into this category.

### ***Premier/Executive Support***

EPA currently has approximately 100 designated Premier/Executive users located at HQ in Washington, DC who access this service. These represent 2% of the supported users. These users are typically the Senior Leadership team of the Agency and their immediate support staff. The number of Premier/Executive level support calls received under this structure between Nov 2010 and Nov 2011 was 1111 (approximately 100 tickets/month). During the term of this task order, this support is expected to expand to include Premier/Executive Users from the regional offices (see Appendix A.3) as they sign onto the EZ TECH services. Support under this expanded coverage will not exceed 2% of the supported users for a given region and of EZ TECH users. EPA will provide the list of Premier/Executive users and may change the list of designated Premier/Executive users at its sole discretion periodically as needed.

### ***Emergency Support (Optional CLIN)***

Emergency situations may dictate a temporarily increased level of service for appropriate personnel (e.g., Emergency Response, National Decontamination Teams, etc.). The increased level of service is only provided for the length of time needed to achieve the Agency's stated mission. Support requirements will be provided prior to this CLIN being exercised.

## **1.7.4 Service Desk Support Tier Levels**

EPA's Service Desk support is divided into four tiers providing escalating levels of support and turnaround times.



The following tier level definitions provide guidance when these terms are used herein.

***Tier I – Help Desk/Call Center Personnel***

The SP's Tier I technician provides initial support for basic user needs. The role of the SP at this level is to gather user information and determine the user issue by analyzing the symptoms and the underlying problem. Once the SP has accurately identified the problem and logged it into the Enterprise Service Desk system (BMC-Remedy), the SP attempts to resolve the user's problem. Problems not resolved at this level are escalated to Tier II support.

***Tier II - Desk Side Support Personnel and System Administrators***

The SP's support personnel at this level are more experienced and have a more in-depth knowledge about a specific product or service. The SP's Tier II technician assists Tier I personnel in solving technical problems or investigating elevated issues by confirming the validity of the problem and seeking known solutions to more complex problems or issues. The SP shall escalate problems not resolved at this level to Tier III support.

***Tier III - Engineering Support***

Tier III Engineering support handles the most difficult and advanced problems. The SP Tier III technician performs expert-level troubleshooting and analysis of issues and problems. They are responsible for assisting Tier I and Tier II and for the research and development of solutions to new or unresolved issues. When a solution to the problem is determined, Tier III support is responsible for designing and developing one or more courses of action, evaluating each of these courses in a test case environment and implementing the best solution to the problem. Once the solution has been identified, the SP delivers it to the user and makes it available for future troubleshooting and analysis. The problem or issue then becomes a known issue or problem and can be addressed by Tier I or Tier II support.

***Tier IV - Vendor Support***

The service provider will coordinate Tier IV Vendor support. Tier IV Vendor support handles problems that cannot be addressed by the SP staff alone. After the SP performs Tier III troubleshooting and analysis of issues and problems and is unable to address them, the SP shall reach out to the hardware or software vendor for support. The SP shall own the issue and be responsible for communicating with the vendor and ensuring the issue is addressed. When a solution to the problem is determined, the SP is responsible for testing it in a test environment and implementing the solution to the problem. Once the solution has been tested, it is delivered by the SP to the user and made available for future troubleshooting and analysis. The problem or issue then becomes a "Known Issue" and will be recorded by the SP in the Enterprise Service Desk (ESD) Resolution Knowledge Base to ensure it can be addressed at Tier I, Tier II or Tier III support in the future.





## Section 2: Technical Requirements

The SP shall be responsible for support tasks associated with provisioning, deprovisioning, and maintaining EPA's hardware and software defined herein including installation, configuration and upgrading. The SP shall be responsible for coordination with the EPA Cross-Functional Oversight Team as well as other service providers; and ensuring proper operations according to EPA or vendor-provided specifications. Additionally, the SP shall maintain a set of hardware and software as detailed herein to be provisioned on a per seat basis (i.e., EZ TECH seat based on user type). EPA will retain ownership of all user hardware, software, and leases (See Section 1.7.2 - User Types for additional information).

Future hardware may include smartphones with varying OSs, tablet computers or other future technology. The SP will be required to provide support for newly approved hardware and software within 60 days after its addition to the Standard Enterprise Device or Standard Enterprise Software list (See appendix A.10 for the current Standard Enterprise Device listing and appendix A.11 for the current Standard Enterprise Software list).

The SP shall provide support and services for currently deployed hardware which includes desktops, laptops, tablet computers, Blackberries, PDAs, Video Conferencing Units, RSA Tokens, network and local printers, scanners and other peripherals (Examples of current deployed hardware are listed in Appendix A.10). Scientific Computers, PCs used as laboratory instrument controllers and software will also be supported if the High Computing Users Optional CLIN defined on page 1-10 is exercised. The SP will). The SP shall provide support for all COTS software and EPA developed software in coordination with the software developers (e.g. Webforms) (Examples of currently deployed software are listed in Appendix A.11). EPA's standard hardware and software listing is subject to a quarterly review and may change depending on available hardware and software from manufacturers and the incorporation of evolving technology.

Beginning no later than 3 months from date of task order award and to be concluded within 18 months from date of task order award (assuming the first option year is exercised), the SP shall replace or upgrade EPA's desktop/laptop computers to run the Microsoft Windows 7 (or above) OS. Scientific Computers, PCs used as laboratory instrument controllers and software will be addressed as Special Projects, would require a separate SOW and will only be included if the High Computing Users Optional CLIN defined on page 1-10 is exercised. EPA will provide the hardware and OS for the upgrade. The SP shall provide technical support, expertise and coordination for the OS upgrade and/or hardware replacement including data migration, software installation and quality assurance.

The SP shall provide a secure, stable and flexible environment that is capable of supporting dynamic user needs by deploying equipment and software in a timely manner and resolving production problems with the goal of minimizing user downtime. Industry best practices shall be considered and incorporated where applicable and practical. The SP shall ensure users have functional and appropriate hardware, software and services.



The SP shall make recommendations to support EPA's strategic plan for IT (See Appendix A.8).

The SP shall achieve the outcomes described in this section and meet the performance standards defined by the Service Level Agreements (SLAs) (See Appendix A.20). The SP shall not be held accountable for tickets where the SP has been unable to meet the SLAs (see Appendix A.20) due to the dependency on a third party vendor for a solution. In order to exclude a ticket from inclusion in the SLAs, the SP shall demonstrate and provide documentation of their efforts to address the issue within the Daily Status Report/Readiness Review (See Appendix A.8). At the CORs sole discretion, when provided with convincing evidence of due diligence, the ticket in question will be excluded from the Random sampling of BMC – Remedy tickets used in calculating compliance with the SLAs. The SP shall perform the SOW requirements in accordance with the Information Technology Standards, herein referred to as directives.

## **2.1 Information Technology Standards Compliance**

All SP work shall comply with pertinent federal and EPA information processing guidelines, telecommunications standards and procedural guidelines as well as industry best practices. The SP shall observe the policies, procedures and formats published as follows. Additional directives may be provided by the COR. These directives are updated by EPA as technology and process changes occur and will be accompanied by a TO modification.

### **2.1.1 Compliance with EPA Standards**

The SP shall ensure all EZ TECH systems comply with EPA policies as detailed in Appendix A.5 or have obtained an approved waiver from the COR. Upon identification of a compliance breach, including the existence of prohibited software, the SP shall:

- a) Take appropriate actions to bring the system into compliance with EPA policies.
- b) Document violations.
- c) Make recommendations to the COR concerning possible changes to policies and procedures to minimize future compliance breaches.
- d) Notify the COR and the ISO upon the discovery of prohibited software and remove as directed.

### **2.1.2 Federal Policies and Regulations**

The SP shall ensure that all work performed under this task order is in compliance with all applicable and formally published federal regulations detailed in Appendix A.4.

### **2.1.3 EPA Policies and Procedures**

The SP shall additionally ensure all work performed under this task order complies with all applicable and formally published EPA regulations and with the formal EPA interpretation of these documents. The SP shall adhere to the EPA Personal Computer Configuration and Management Standard when designing and implementing IT solutions for EPA (See Section 3.2.12).



#### **2.1.4 Industry Best Practices**

The SP shall apply accepted industry best practices to all aspects of this task order. These include the principles embodied on ITIL, PMBOK, and those of other industry leaders. The SP is encouraged to include these and other methodologies to enhance the quality of support provided under this task order.

#### **2.1.5 Security and Physical and Logical Access**

EPA develops and maintains current lists of personnel with authorized physical access to facilities containing information systems (except for those areas within the facilities officially designated as publicly accessible) and issues appropriate authorization credentials (badges and identification cards). The SP shall coordinate with the COR for gaining access to EPA facilities.

Logical security requirements for this task order will be determined by the EPA COR. If confidential information is accessed, the SP shall protect from unauthorized disclosure all confidential information handled in the performance of this task order in accordance with EPA policy and procedures relating to confidential information, the EPA security plan for this task order, and the National Environmental Information Systems Engineering Center (NEISEC) security plan as it relates to the handling of confidential information. EPA defines all Agency information as sensitive. Even if the COR decides no confidential information will be accessed on this task order, the SP must ensure all Agency information is safeguarded during the performance of this project in accordance with EPA information security policy and procedures, the security plan for this task order, and the NEISEC security plan as it relates to protecting EPA information resources. The SP shall also adhere to all physical and logical security requirements as identified in EPA Order 3210 - Physical Security Program as well as EPA Order 2150.1 - Interim Agency Network Security Policy (See Appendix A.5 for additional information).

#### **2.1.6 Section 508**

Section 508 of the Rehabilitation Act requires federal agencies to make their electronic and information technology accessible to people with disabilities. Section 508-36 CFR Part 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended (See Appendix A.5 for additional information). This Act applies to all federal agencies that develop, procure, maintain or use electronic and information technology. All electronic and information technology procured or serviced under this task order must meet the applicable accessibility standards specified in Section 508-36 CFR Part 1194.2, unless an Agency exception to this requirement exists. The SP shall provide support to users requiring Section 508 technology where ever EZ TECH support is provided in accordance with this SOW.

#### **2.1.7 English Language**

The SP shall provide all communication including those to the COR, users and other SPs in English using clearly understood terms consistent with those used by EPA.



This page left intentionally blank.



## Section 3: Service Requirements

In performing this SOW, the SP shall provide the support resources required to meet or exceed EPA performance standards and metrics specified in Appendix A.20 - SLAs.

The EPA shall provide a toll free number that the Enterprise Service Desk can use with their automated call distribution system to forward the telephone calls that are intended for EZ TECH. The SP shall utilize the BMC-Remedy Service Desk system provided by EPA's Enterprise Service Desk. The SP shall receive and respond to incidents and requests by telephone call, BMC-Remedy Web, and email from end users.

### 3.1 Service Design

The services to be provided under this task order are detailed in the sections that follow.

#### 3.1.1 **Information Security Management**

Security is a crucial element in systems administration and operation. The SP shall develop a Security Plan in compliance with National Institute of Standards and Technology (NIST) guidance and standards and in adherence to EPA's policies to ensure the security of EZ TECH. The SP shall provide overall support for security functions associated with the EPA computing environment. These include, but are not limited to:

- All OS and applications patches required by the Agency are applied promptly to all appropriate systems.
- Risk assessments.
- Technical vulnerability assessments and remediation of vulnerabilities identified.
- Creation and update of security plans.
- Assessment and continuous monitoring of applicable security controls using EPA's Automated System Security Evaluation and Remediation Tracking (ASSERT) software.
- Inclusion of SP's security enhancements and activities in the monthly report.

#### ***Access Control Auditing***

The SP shall provide access control auditing of the EPA systems and accounts per Agency policies (See Appendix A.5).

#### ***Security Incident Handling***

The SP shall ensure all the security of all EZ TECH systems. Upon identification of a security vulnerability, breach or violation; loss of Personally Identifiable Information (PII); or other security incident the SP shall complete the following:

- a) Notify COR, CSIRC and local ISO of identified security incident and document the identified issue. If the issue includes a loss of PII, notification must be made within two hours in accordance with Priority Levels 1 tickets (See section 3.2.1).



- b) Take appropriate actions to correct or isolate incidents in accordance with the CSIRC guidelines (See Appendix A.5).
- c) Report incident and resolution to COR, CSIRC and local ISO.
- d) Make recommendations within the Security Report (see Appendix A.8) to the COR and Chief Information Security Officer (CISO) concerning possible changes to policies and procedures to minimize security vulnerabilities.

### **3.1.2 Parts and Supplies**

The SP shall manage the inventory of peripherals and overhead materials purchased or leased by EPA to ensure the highest availability of equipment by utilizing parts and supplies required to provide EZ TECH services (e.g., mice, keyboards, batteries, power cords, surge protectors, print toner, etc.). These supplies are to be maintained in EPA provided space. See Appendix A24. The SP is not required to provide paper for printers, copiers and fax machines. Where required parts are not stocked within the on-hand inventory, equipment warranty providers will provide parts. In performing this task:

- a) The SP shall coordinate through the COR the procurement by EPA federal staff of hardware via EPA's hardware procurement service vendor when approved parts are not available within the EPA inventory or by manufacturer warrantee.

### **3.1.3 Capacity Management**

The SP shall:

- a) Ensure operational readiness of all computing end-points supported by EZ TECH.
- b) Log and track system failures and other operational issues.
- c) Report system failures to the COR within the Daily Status Report/Readiness Review (See appendix A.8).

### **3.1.4 Service Catalogue Management**

The SP shall support the maintenance of an Agency-level Service Catalog as defined herein and represented by the WCF. The Service Catalog details all IT services to be performed or available to the EPA, including those services provided under EZ TECH. This catalog contains information on relationships to business units and processes and supported and shared IT services attributed to each service. Upon COR request, the SP will brainstorm, define, write, and provide consulting to the EPA in developing the EZ TECH-related portions of the catalog to assist with keeping it complete and current. The SP will provide the same support to the Service Catalog Policy document identifying scope, roles and responsibilities, service details, and statuses for each service.



## **3.2 Service Operation**

The SP will be responsible for fulfilling user requests, resolving service failures, performing routine operational tasks, performing administrative tasks for Lotus Notes, Active Directory, print and security management and addressing and fixing problems and incidents to ensure a high level of efficiency and support. In addition, the SP shall clearly document these processes in the SOPs defined in section 4.6.6 and communicate them to its staff as well as other service providers and EPA information technology personnel quarterly or as changes require. The SP shall maintain these documents as specified in Section 4.12 - Deliverables Management.

### **3.2.1 General Service Desk Operations**

The SP shall receive and respond to incidents and requests submitted by end users via telephone call or voicemail, web interface or email. The SP shall provide service desk staff to support certain premier/executive level employees to ensure continuity of services and maintain relationships and communications with these designated employees. In performing this work, the SP shall provide the support resources required to meet or exceed EPA performance standards and metrics specified in Appendix A.20 - SLAs.

The SP shall provide an exceptional EZ TECH user experience by ensuring the average speed to answer the phone, the average time to contact end-user to begin resolution for emails, voicemails and web interface customers, the average abandoned rate of call queue and first-contact resolution are all within the established service levels as defined in Appendix A.20. Support staff shall begin to diagnose and whenever possible address a user's concerns upon answering the call. When applicable and with user permission, the SP shall attempt to remotely access the desktop to provide support. If connectivity cannot be accomplished as a result of the reason for the call or because the user does not have a connection to the Internet or Agency network, the SP shall make arrangements to provide follow-on support. The SP shall:

- a) Serve as the central point for any user request involving IT software and hardware requirements as defined below.
- b) Provide response, troubleshooting, resolution and tracking of user requests for supported systems and services using EPA's supplied service desk system BMC-Remedy.
- c) Provide incident response, including support for events that cause or may cause an interruption or reduction of service.
- d) Address requests for information and support relating to all user services.
- e) Provide the most efficient, cost-effective resolution to user IT problems or requests through a combination of verbal, remote and hands-on support.
- f) Coordinate with other support entities throughout the enterprise to ensure user requirements are met.
- g) Provide a customer satisfaction survey, defined by the EPA, to the user after each service request has been resolved used to measure against the Customer Satisfaction SLA (See Appendix A.16 for an example).

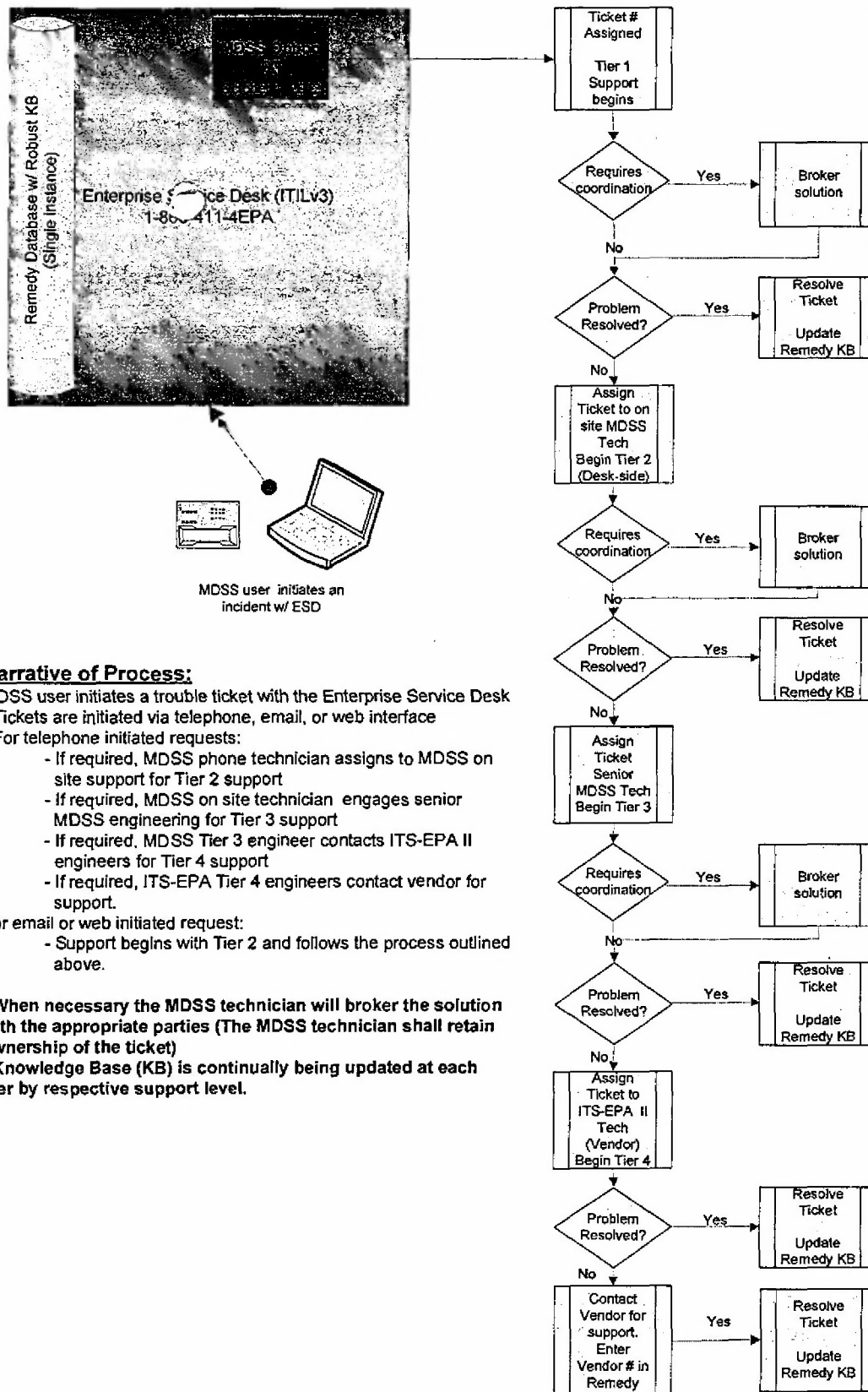




- h) Provide service desk staff to support certain premier/executive level employees to ensure continuity of services and maintain relationships with these designated employees.
- i) Ensure clear communication of all service desk processes to its staff, other support SPs and EPA information technology personnel.
- j) Support new technologies within 60 days of notification by the COR. Beginning no later than 3 months from date of task order award and to be concluded within 18 months from date of task order award (assuming the first option year is exercised), the SP shall replace or upgrade all desktop/laptop computers to run the Microsoft Windows 7 OS. The SP shall be responsible for providing any needed training to their staff to ensure proficiency in any new technology.

***Request Fulfillment Management***

The SP shall provide request fulfillment management support to EPA users. This includes requests to change passwords, install additional software on a Computer, relocate user computing equipment, etc. Details on the EPA's request management process are presented in Section 3.



#### **Narrative of Process:**

MDSS user initiates a trouble ticket with the Enterprise Service Desk

- Tickets are initiated via telephone, email, or web interface
- For telephone initiated requests:
  - If required, MDSS phone technician assigns to MDSS on site support for Tier 2 support
  - If required, MDSS on site technician engages senior MDSS engineering for Tier 3 support
  - If required, MDSS Tier 3 engineer contacts ITS-EPA II engineers for Tier 4 support
  - If required, ITS-EPA Tier 4 engineers contact vendor for support.

For email or web initiated request:

- Support begins with Tier 2 and follows the process outlined above.

- When necessary the MDSS technician will broker the solution with the appropriate parties (The MDSS technician shall retain ownership of the ticket)

- Knowledge Base (KB) is continually being updated at each Tier by respective support level.

**Figure 3-1: Process Overview (High Level Diagram)**



The SP shall handle requests for support by EPA users initiated via phone, email or EPA's BMC-Remedy Web interface. The SP shall only accept requests for support when initiated using these interfaces. Users shall access phone assistance via the EPA central Enterprise Service Desk Automated Call Distribution (ACD) by dialing 1-866-411-4EPA. After dialing, the caller will be presented with a voice menu. Upon selecting to be connected to EZ TECH support, an SP EZ TECH Tier 1 phone technician shall answer the call and begin Tier 1 support. Support shall be provided as defined herein and represented in Figure 3-1 above. In the event a person is not available to answer the call, the user will be connected to voicemail. The SP shall:

- Be the initial point of contact for all service requests including support for enterprise and program office-specific applications (e.g. OPPIN, Lotus Notes, EPA Personnel Access and Security System (EPASS), etc.). The EZ TECH technician that answers the phone, receives the voicemail or email or request for support via EPA's Web interface shall be the central starting point for resolution of the problem.
- Treat all calls as incidents until reviewed. Once the nature of the call has been ascertained, the SP shall classify the call as a request as appropriate.
- When unable to provide direct support, be responsible for routing the issue in accordance with the EZ TECH Routing Matrix (See Appendix A.9 and A.24). For the purpose of meeting SLAs, the duration of tickets handled in this way shall be calculated as starting upon initial submission. No time shall be added for tickets requiring additional routing to other SPs.).
- Schedule appointments with end users to provide services. To schedule appointments, SPs may use a calendar invitation, text message when acceptable to the user or other means as agreed upon by the COR.
- Calculate the start time for service requests submitted via voicemail or email based on the timestamp of the call or email. If the timestamp is after hours the start time shall be considered start of the next business day.

### **Coverage**

For all users, EZ TECH support shall be available to provide Tier 1 support from 6 a.m. to 9 p.m. eastern standard time (EST) Monday through Friday, excluding federal holidays. All other levels of support shall be available during core business hours from 6 a.m. to 6 p.m. local time, Monday through Friday, excluding federal holidays. The SP may be required to provide services outside these hours on an emergency or extended basis. With the exception of support for office moves, work outside the normal operational period has been required infrequently. Support for office moves and system upgrades is frequently required for evenings or weekends. In the event of an environmental emergency or operational crisis, the Agency may require extended SP support. Response times will vary with each situation, and some require SP response within four hours.



### ***After hours support***

Non-standard business hours support shall be accessible via special access numbers or voice mail menus, with live support accessible or phone call returned within 1 hours of initial support request. SP support personnel shall be available "on call" at the designated number, provided upon task order award, during non-standard business hours - regardless of holidays or other closings. This service will be utilized in emergency situations (i.e., server room flood, power outage, widespread services outage) or other incidents reported by a user that meet emergency response criteria. The SP support staff available shall be sufficiently trained and experienced with normal use and operation of Fully Supported and Partially Supported Software at each location and hardware installation, configuration, and operation to deal with emergency situations. These will be considered Emergency Support and will be addressed as T&M. (See section 1.7.3). Software problems may involve either solving the problem directly or contacting and working with other SPs or Agency support groups, or vendor software support. On-site support, if needed to resolve the problem, will only be provided on EPA-ORD property. For other property and Unsupported Software only phone support shall be provided.

### ***Ticket Life Cycle***

The SP shall manage the entire life-cycle of all tickets created at the Service Desk or assigned to the SP as the incident owner. The SP shall:

- a) Provide daily active oversight of all unresolved tickets through full resolution.
- b) Proactively track incidents and services not directly handled by the SP.
- c) Proactively ensure tickets assigned to non-SP teams are resolved as quickly as possible.
- d) Proactively coordinate with all other internal and external third parties to resolve incidents and action service requests.

### ***Open Tickets***

The SP shall receive all incident reports and service requests including submissions received by telephone, electronically or other means approved by EPA. The SP shall:

- a) Record all incidents and requests and open an Incident Record or a Service Ticket in the Incident Management tracking system at the time the incident report or service request is received.
- b) Ensure all incidents are recorded accurately, classified appropriately and assigned to the correct team for action.

### ***Tracking Reports***

The SP shall maintain the EPA provided Service Request Interface (BMC-remedy). In doing so, the SP shall:

- a) Report on the status of all Enterprise Service Desk (BMC-Remedy) ticketing and the progress of resolution efforts in the Daily Status Report/Readiness Review due on first workday of the month and sent to



Project Officer, Program Manager, Deputy PM and QA Manager (See Appendix A.8).

- b) Review the SP's anticipated resolution time for each incident with the stakeholders involved in the ticket and update the status accordingly.
- c) Coordinate incident tracking efforts and provide and maintain regular communications between all parties and authorized users until the incident is resolved.
- d) Keep EPA informed of anticipated resolution times for active incidents.

### Service Desk Priorities

Upon contact by a user for support, the SP's EZ TECH technician shall respond to the request within 15 minutes of receipt and work to resolve the issue in accordance with the following priority levels:

Table 3-1: Service Desk Priority Levels

Priority	Description	Examples	Target Completion Rate
1	Percentage of Priority Level 1 Tickets for the month that took less than or equal to 2 hours to correct and resolve, as recorded and reported in the EPA Remedy ticketing system	<ul style="list-style-type: none"> <li>Premier/Executive User requests (based on list provided by the COR not to exceed 2% of support environment)</li> <li>CSIRC incident (i.e., security violation, loss of PII or vulnerability flagged in the network or received through the SRI)</li> <li>Account Activation/Deactivation (Password Resets, Account Lockouts)</li> <li>Break/Fix incidents that prevent the user from accessing or utilizing their computer</li> </ul>	95% in 2 hours or less
2	Percentage of Priority Level 2 Tickets for the week/month that took less than or equal to 4 hours to correct and resolve, as recorded and reported in the EPA Remedy ticketing system	<ul style="list-style-type: none"> <li>User or users having some form of computer (software/hardware) trouble that causes significant disruption to work activities.</li> <li>Examples include an inability to access critical applications (MS Word, Email), network printer outage, printer consumables</li> </ul>	90% in 4 hours or less
3	Percentage of Priority Level 3 Tickets for the week/month that took less than or equal to 8 hours to correct and resolve, as recorded and reported in the EPA Remedy ticketing system.	<ul style="list-style-type: none"> <li>A single user is impacted where there may be a workaround. Examples include a personal printer is not functioning, speakers not working.</li> <li>Basic proficiency training on enterprise software applications (Microsoft Office), Lotus Notes Email, Remote Access).</li> <li>All incidents that have not been classified as a Priority Level 1 and 2 will be classified as a Priority Level 3.</li> </ul>	90% in 8 hours or less
4	Percentage of Priority Level 4 Tickets for the week/month that took less than or equal to 4 hours to complete by the requested install/start	<ul style="list-style-type: none"> <li>Change Request not coming from a Premier/Executive User will have an install date for all Moves, Adds, and Changes (MAC) as requested by the client. If no request date is given, the default value will be 3 full business days from the request.</li> </ul>	95% on or before the requested Move, Add, Change (MAC)



Priority	Description	Examples	Target Completion Rate
	date as recorded and reported in the EPA Remedy ticketing system	Examples include: <ul style="list-style-type: none"> <li>– Software/hardware requests</li> <li>– Change/move requests, or</li> <li>– Miscellaneous requests designated by EPA or approved by COR as non-critical/low priority.</li> </ul>	date/time

### 3.2.2 User Types

The SP shall provide support for all user types and configurations identified in section 1.7.2 in accordance with the directives included within this SOW. High Computing Users and Computers connected to Lab Equipment will be supported, if at all, through the exercising of optional CLINs.

#### **Remote Users/Alternate Work Location Users**

The SP shall provide support for individuals that operate as part of a mobile workforce. These users may be working outside of EPA operated facilities (locations outside of those specified in Appendix A.17) and may not be connected directly to the EPA Network. While the SP is not expected to provide on-site support for remote/alternate location users at their physical locations, the SP is encouraged to provide alternative approaches to leveraging the Agency's infrastructure and other technology and tools (current and future) to reach these individuals, provide remote assistance, and to deliver requested support. In cases where services are required to support hardware or other technology issues where a "hands on" or "physical touch" to the EZ TECH managed hardware is required, the SP is not expected to physically pick-up or deliver equipment, but is encouraged to use other creative means to provide support to an individual working at remote and mobile worksite (non-EPA locations). The SP shall coordinate with the COR or EPA Cross-Functional Oversight Team to arrange those logistical requirements.

In order to provide support to Remote Users and Alternative Work Location Users, the SP shall:

- a) Provide phone support for off-site service requests on government-provided equipment only.
- b) Provide support for users needing to access EPA resources from locations outside of the EPA's firewall:
  - ♦ AAA VPN.
  - ♦ Adaptive Authentication (Juniper)
  - ♦ Webmail systems.
  - ♦ Secure Remote.
  - ♦ Notes pass-through servers.
  - ♦ Remote terminal services session.
  - ♦ Virtual desktops.



- c) Ensure EPA hardware and accounts are established and facilitate successful remote access for the user.
- d) Provide training for the user to ensure basic understanding of remote access tools.
- e) Provide troubleshooting and problem resolution remotely when feasible.
- f) Coordinate receipt of equipment to a location where on-site support is available, as necessary.

#### **International Travel Users**

The SP shall provide support and configuration for laptops specially configured for use in international travel. The SP shall:

- a) Provide users with computing equipment utilizing back stock equipment.
- b) At time of request, follow the procedures defined in the International Travel SOP (See Appendix A.8 – Deliverables Matrix). This SOP shall include hardening the computer as follows:
  - ◆ Hardware Settings
  - ◆ Disabled USB Ports.
  - ◆ Disabled Bluetooth.
  - ◆ Disabled Wireless (WIFI).
  - ◆ Windows Settings
  - ◆ Files can only be saved in My Documents.
  - ◆ EPA Email Accessible through VPN.
- c) Provide support based on the core hours (See section 3.2.1).

#### **Shared Computer Users**

The SP shall support Computer sharing for multiple authorized users (e.g., administrative support staff, security staff, users within the EPA research and development and engineering departments, etc.). On shared Computers, the SP shall:

- a) Make available authorized user-specific software configurations of all installed applications.
- b) Support multiple user profiles on single Computers.

### **3.2.3 Support Levels**

The SP shall provide support at user support levels as outlined in section 1.7.3. The SP shall follow the prioritization of support defined in section 3.2.1 when providing support to standard users. All Premier/Executive User Incidents shall be classified as Priority Level 1, regardless of the urgency or impact of the incident.

### **3.2.4 Service Desk Support Levels**

The SP shall provide support through the tiered Enterprise Service Desk. EPAs current service desk support is detailed in section 1.7.4.





### **3.2.5 User Provisioning and Deprovisioning**

The SP shall provide EPA users with access to EPA's computing resources including authorization and authentication to Active Directory, network resources, email, applications and databases. The SP shall support the provisioning and distribution of hardware resources, such as computers, mobile phones and pagers as detailed in the sections that follow.

#### **Accounts**

The SP shall provide account management services to support EPA user's authorization covering network accounts, email accounts, and application system accounts.

#### **Account Activation**

The SP shall provide account provisioning and password resets for email accounts for EPA users (See Appendix A.17 for a listing of locations to be covered at initial award). For EZ TECH locations where the SP is not directly responsible for providing email accounts (Cincinnati, RTP and ORD Lab sites), the SP shall provide coordination of effort to ensure requests are handled appropriately. See section 4.3 – Coordination.

Upon receipt of an approved request for an account, the SP shall complete the following within 1 business day in order to comply with the SLAs (See Appendix A.20).

- a) Communicate confirmation of receipt of approved request to Enterprise Service Desk (BMC-Remedy), requester and affected user.
- b) Create and configure accounts or forward account requests to appropriate account administrator as defined in EPA's Routing Matrix (See Appendix A.9).
- c) Follow up on forwarded account requests to ensure all accounts (i.e., LAN, email, etc.) have been activated.
- d) Communicate status and expected time of account availability to requestor and affected user.

#### **Account Deactivation**

Account deactivation is considered a Priority Level 1 activity, upon receiving a scheduled account deactivation request, the SP shall complete the following:

- a) Deactivate account or forward account deactivation request to the appropriate support technician as defined in EPA's Routing Matrix (See Appendix A.9).
- b) Communicate expected account deactivation schedule to the affected user as appropriate, the manager of affected user and requester.
- c) Follow up to ensure that all accounts have been deactivated.
- d) Communicate account deactivation to service request interface (BMC-Remedy) and requestor.
- e) Under special circumstances, as directed by the COR, the SP shall take immediate action to shut down the identified account(s).



## **Hardware**

### **Hardware Provisioning**

Upon receipt of an approved request for new hardware, the SP shall complete the following:

- a) Communicate confirmation of approved request receipt to Enterprise Service Desk (BMC-Remedy), requester and affected user.
- b) Obtain hardware:
  - i. Retrieve hardware from available inventory.
- c) Coordinate with EPA COR to receive and restock new requested hardware as necessary to maintain the required inventory levels.
- d) Communicate status and expected delivery time of requested hardware to end user.
- e) Prepare custodial transfer form to transfer custodial area from OEI/EZ TECH to program office custodial area.

### **Hardware Deprovisioning**

Upon receipt of approved deprovisioning request, the SP shall complete the following:

- a) Communicate receipt of approved request or notification of departure to Enterprise Service Desk (BMC-Remedy), requester and affected user unless specifically directed otherwise by the COR.
- b) Communicate departure requirements, policies, procedures and other departure information to affected user and requester.
- c) Set up and coordinate deprovisioning activities.
- d) Provide timely updates on the status the affected users as appropriate.
- e) Prepare custodial transfer form to transfer custodial area from OEI/EZ TECH to program office custodial area.
- f) On the scheduled hardware collection dates, the SP shall complete the following:
  - i. Collect EZ TECH supported hardware and completed, signed Quality Assurance (QA) checklist per the appropriate standard operating procedure (SOP).
  - ii. Document hardware collected from user (deprovisioning requirement) for asset management purposes and inventory reporting(See Appendix A.8 - Deliverables Matrix).
  - iii. Assess hardware condition.
  - iv. Facilitate repair of hardware if required.
  - v. Return/add hardware to local supply.
  - vi. Update hardware inventory.

### **Hardware Sanitization**

The SP shall develop and maintain a SOP for addressing EZ TECH supported hardware sanitization upon collection of all EZ TECH hardware (See Appendix A.8 – Deliverables Matrix). The SP shall at a minimum complete the following:



- a) Coordination with program office custodial officer.
- b) Certify, in writing, successful data transfer/salvation.
- c) Removal of all user data, configurations and settings per EPA's hardware sanitization policy as defined in the EPA Personal Property Policy and Procedures Manual (See Appendix A.4 - Policy and Guidelines).
- d) Ensure equipment is ready for disposal or re-deployment.
- e) In special circumstances as directed by the COR, provide the equipment removed from the desktop to the COR for investigatory purposes prior to removal of user data.

#### **Re-use and Final Disposition**

Upon completion of equipment sanitization, the SP shall complete the following:

- a) Provide a recommendation to the COR regarding reuse or disposal of equipment.
- b) Return equipment to inventory when equipment is approved for re-use.
- c) Coordinate disposal of equipment when equipment is approved for disposal in accordance with EPA's Personal Property Policy and Procedure Manual (See Appendix A.5 for additional information).
- d) Update EPA's inventory tracking system.

#### **Software**

The SP shall provide support for managing software installations and configurations on EPA computing end-points covered under this SOW. Requests for these services will be handled through the EPA Enterprise Service Desk (BMC-Remedy). Installation will be performed using EPA's Automated Software Deployment policy/procedure (See section 3.2.12 - Desktop and Configuration Management: Automated Software Deployments).

#### **Software Installation**

Upon approval by EPA for installation of software, the SP shall complete the following:

- a) Send notification of receipt of software to affected user(s), requester and service request interface (BMC-Remedy) and schedule installation.
- b) Utilize the IBM Tivoli Endpoint Manager - Enterprise Suite (TEM) to install requested software (See Section 3.2.12).
- c) Apply EPA standard software configuration as appropriate or according to user specifications.
- d) Ensure software is operational and system readiness is maintained.

#### **Software Removal**

Upon receipt of a software removal request, on the scheduled date, the SP shall complete the following:

- a) Utilize the IBM Tivoli Endpoint Manager - Enterprise Suite (TEM) to remove requested software.



### **3.2.6 End User Computing Move/Add/Change (MAC) Support**

The SP shall perform all installations, de-installations, cascades, adds and changes for all end user computing equipment, software and related services at all EPA EZ TECH sites. Additionally, the SP shall perform all moves of end user computing equipment at all supported EZ TECH sites as indicated in Appendix A.17. MAC volume has averaged approximately 600 MACs per month across all EPA locations.

#### **MAC Coordination**

The SP shall coordinate, plan and schedule MACs with all affected IT functions, whether the function is included within the services provided by the SP as an EPA-retained function or provided by a third party (See Section 4.3 – Coordination, for details). The SP shall coordinate all internal and external functions and activities to achieve high-quality MAC execution, meet service levels as defined in Appendix A.20 and minimize operational interruption or disturbance to EPA.

#### **MAC Processes**

Within 30 days of the task order award, the SP shall develop and deliver a MAC Process document detailing the processes for enabling MAC execution for each software and/or equipment component. The COR shall provide feedback within five business days after delivery of the MAC Process document. The SP shall incorporate feedback from the COR and provide the COR with a final MAC Process document for review and approval within five business days of receiving COR input. Upon final COR approval, the SP shall implement the approved processes.

#### **MAC Network Change Authorization**

The SP shall participate in the OTOP Change Management process for changes in the EPA network (See section 1.5.3 - Change Advisory Board). SP shall complete the following:

- a) Create requests for MAC Network Change Authorization using EPA's e-Business solution (See Section 3.2.16 - eBusiness).
- b) Monitor EPA's eBusiness solution for MAC Network Change Authorization approval.
- c) Implement only approved changes.

#### **Initiating MACs**

The SP shall receive MAC requests from authorized users and validate the MAC request for correctness and proper authorization. The SP shall provide authorized users with timely and correct information if MAC request includes any issues.

#### **Scheduling MACs**

The SP shall coordinate and communicate with designated EPA personnel or other third parties concerning scheduling and requirements to minimize the business impact on authorized users.



### **MAC Preparation**

In preparation for an MAC, the SP shall complete the following:

- a) The SP shall determine or confirm any special requirements at the MAC's location(s).
- b) The SP shall coordinate physical space requirements and the availability of all equipment, software, parts, network, cabling or any other services needed to execute the MAC on the date(s) requested by user. If not requested by particular date, the SP shall establish a schedule for the MAC within 3 full business days from the request.
- c) The SP shall confirm the new and/or existing configuration of the equipment and software associated with performing the MAC. The SP shall conform to configurations approved by EPA. The SP shall confirm the installation and/or de-installation procedures associated with performing the MAC including backup, contingency and test procedures.
- d) The SP shall coordinate the scheduling and dispatching of appropriate technicians, including third-party vendors. The SP shall support third-party vendors in the execution of MACs, and shall coordinate such activities with the designated EPA personnel or third-party vendors as necessary (See Section 4.3 – Coordination).
- e) The SP shall place orders for the installation of network connectivity (e.g., LAN drops) through eBusiness. The SP shall track the progress of network transport orders and manage the installation prior to the MAC, from order origination through final testing, implementation and use. The SP shall coordinate through eBusiness, the removal or deactivation of network connectivity that is no longer required after completing the MAC.
- f) The SP shall perform all necessary pre-work before a MAC is executed and shall provide the necessary technical support to complete the MAC including onsite support, as necessary. The SP shall perform any required backup procedures in accordance with EPA Change Management guidelines (See Appendix A.15 - OTOP Normal Change Management Process Flow).
- g) The SP shall de-install and re-install any existing equipment, software or other related services as necessary to execute the MAC.
- h) The SP shall physically move equipment if required, when the move is related to a de-installation, installation, move or cascade.
- i) The SP shall prepare Custodial Transfer forms to transfer custodial area to/from program office and OEI/EZ TECH custodial areas and update details in the Asset Inventory and Management System and the Enterprise Service Desk (BMC-Remedy) Asset Management Module.

### **MAC Bulk Moves (Special Project) - Optional CLINs**

Moves of the computer equipment for 20 or more personnel are considered special projects and require a separate SOW. The SP will be required to disconnect and reconnect all computer equipment and peripherals including applicable network printers, cables, etc.. Physically moving equipment is not



required at EPA HQ; at other locations physical moves are to be performed only when requested. In most cases the SP will only be required to disconnect and reconnect the computer equipment and peripherals including applicable network printers, cables, etc., which should reduce the cost of these bulk move projects. EPA will provide 14 calendar days advance notice of all MAC bulk moves.

### **MAC Implementation**

While performing an MAC, the SP shall complete the following:

- a) The SP shall install equipment and software, including new equipment and software or upgrades. Equipment installed shall only be limited by the compatibility to the hardware to support it. Request for installation of non-standard or one-off equipment shall be supported upon COR approval.
- b) The SP shall perform all installations and configurations according to EPA standards and EPA's OTOP PM/ITIL Implementation Project: Change Management Process and Procedures. See Appendix A.5.
- c) The SP shall re-load data or back up files as necessary and set up security, file access and other administrative procedures associated with the MAC. The SP shall connect or reconnect equipment to network facilities including LAN and/or WAN connectivity.
- d) The SP shall coordinate and install changes to the cabling infrastructure for which the SP is responsible under this task order.
- e) The SP will prepare Custodial Transfer forms to transfer custodial area to/from program office and OEI/EZ TECH custodial areas.
- f) The SP shall personalize assets, including copying user profiles and data to new systems or customizing for specific office use.
- g) The SP shall test the equipment, software and related services after the completion of the MAC including network access (e.g., file open and print routing capabilities, remote connectivity, and Internet and Intranet access).
- h) The SP shall provide desk-side orientation/basic proficiency training, not to exceed 30 minutes.

After the performance of a MAC, the SP shall complete the following:

- a) If not already present, the SP shall affix an asset identifier tag to the asset and update the Asset Inventory and Management System in a timely manner when any equipment or software changes are implemented by the SP or reported by EPA. The SP shall update the asset inventory module and/or the Enterprise Service Desk (BMC-Remedy) Asset Management Module immediately upon completion of the MAC.
- b) The SP shall confirm correct implementation of the MAC with designated EPA personnel as appropriate. The SP shall closely monitor client satisfaction and service levels throughout the MAC activity and following the delivery at predetermined intervals as indicated within the approved MACs SOP. See Appendix A.8.
- c) The SP shall document any pieces missing from the computer system provisioned for the user for reference during deprovisioning.





- d) Upon completing the installation, the SP shall complete the following:
  - ♦ Remove packaging, components or other debris associated with installation.
  - ♦ Restore work area to prior state.
  - ♦ Receive user signature indicating ticket completion on COR-approved checklist.

### **3.2.7 Incident Management**

The SP shall support all aspects of Tier 1, 2, 3 and 4 Incident Management processing. The SP shall develop and document processes regarding interfaces, interaction and responsibilities between Tier 1, 2, 3 and 4 support personnel, any other internal or external person(s), or other SPs that may either submit an incident or receive an incident. The SP shall deliver the documented processes in the form of the Escalation Process SOP, the Ticket Handling/Lifecycle SOP and the Quality Management/IVV SOPs to the COR for review 30 calendar days after effective date of the task order. See Appendix A.8. The SP shall provide a ten (10) business day review period for COR review of the SOPs and shall incorporate feedback from the COR in the final version within five (5) business days of receiving COR input. The SP shall implement the approved processes. The SP shall work with EPA to update these processes periodically as defined within the 4.6.6 SOPs upon the request of the COR.

#### ***General Incident and Request Management Support***

The SP shall provide Incident Management support that restores service to normal operating levels as defined in the SLAs (See appendix A.20), as quickly as possible with minimum disruption to the users and maximum user satisfaction. The Incident Management process shall integrate seamlessly with the other Service Management processes including, but not limited to Problem Management, Asset Management, Desktop and Configuration Management, and Change Management.

#### ***Incident Handling***

The SP shall follow problems through the ITIL Incident Life-Cycle and shall:

- a) Make every attempt to triage calls and achieve first call resolution.
- b) Investigate, diagnose, analyze impact and reclassify incidents as required.
- c) Link multiple contacts pertaining to the same incident to the associated Incident Record or link multiple incidents pertaining to the same problem to the associated Problem Ticket within the Enterprise Service Desk (BMC-Remedy).
- d) Maintain the incident resolution knowledge base to support the resolution of incidents and service requests.
- e) Resolve incidents requiring Tier 1 support and close the incident or service request after receiving confirmation from the affected authorized user that the incident has been resolved.
- f) Provide an Incident Response Debriefing to the COR within one business day of incident. See Appendix A-8.2.





- g) Update the Enterprise Service Desk (BMC-Remedy) in real-time with all relevant information relating to an incident or service request.
- h) For incidents related to a move of assets, update details in the Asset Inventory and Management System and the Enterprise Service Desk (BMC-Remedy) Asset Management Module or coordinate with the COR to confirm the updates have been made.
- i) For incidents related to EPA-designated premier/executive users, make an initial determination of the potential resolution, prioritize and escalate the incidents.
- j) Escalate issues to the appropriate levels for resolution in accordance with the escalation procedures developed with EPA after task order award and retain ownership of the issue to ensure compliance with the SLAs (see Appendix A.20).
- k) Transfer incidents to other SPs for resolution (see Appendix A.9) and retain ownership of the issue to ensure compliance with the SLAs (see Appendix A.20) and to notify the appropriate EPA contacts (see Appendix A.24).
- l) For a system that is completely unusable (e.g. its utility has degraded to the point of lost productivity) and if a repair is expected to take beyond four hours, provide a hot spare (See section 3.1.2 and Appendix A.1 for additional information) to the user to temporarily replace malfunctioning user-assigned equipment until the equipment is either repaired or replaced.

#### ***Incident Owner***

The SP shall serve as the Incident Owner for all incidents initiated via the Service Desk, email or EPA Web interface and recorded in EPA's Enterprise Service Desk (BMC-Remedy) tracking system through all the service tiers.

#### ***Incident Escalation / Operational Procedures***

The SP shall provide the following support:

- a) Within 30 days of the task order award, provide an Incident Escalation / Operational Procedures document to the COR. (See Appendix A.8.) The SP shall provide a ten (10) business day review period for COR review of the Incident Escalation / Operational Procedures document and shall incorporate feedback from the COR in the final version within five (5) business days of receiving COR input. The SP shall provide Incident Escalation / Operational Procedures document updates annually or as requested by the COR (See appendix A.8 – Deliverables Matrix).
- b) Distribute EPA-approved procedure updates to employees and SPs as designated by the COR.

#### ***Ticket Handling / Lifecycle Operational Procedures***

The SP shall provide the following support:

- a) Within 30 days of the task order award, provide an Ticket Handling / Lifecycle Operational Procedures document to the COR. The SP shall provide a ten (10) business day review period for COR review of the



Ticket Handling / Lifecycle Operational Procedures document and shall incorporate feedback from the COR in the final version within five (5) business days of receiving COR input. The SP shall provide Ticket Handling / Lifecycle Operational Procedures document updates annually or as requested by the COR (See appendix A.8 – Deliverables Matrix).

- b) Distribute EPA-approved procedure updates to employees and SPs as designated by the COR.

### ***Incident Classification***

The SP shall provide support to incidents and requests of varying levels of priority and urgency. The SP shall classify each ticket to show the level of urgency as shown in Table 3-2 below. These shall be used to focus the SPs efforts in resolving tickets. The SP shall provide turnaround times for a given ticket based on this classification and in accordance with the SLAs defined in Appendix A.20.:

***Table 3-2: Incident Classification***

Classification	Description
Low	Does not immediately impact the ability of the user to perform their work, and causes only in a minor impact to productivity.
Medium	Impacts the user's ability to perform their work in the short term, and causes a noticeable impact to a user's productivity.
High	Immediately impacts a user's ability to perform their work and causes a significant impact to their productivity.

### ***Incident Analysis Process Improvement***

The SP shall develop and implement a robust, repeatable process for identification and analysis of incident trends. The process shall recommend and implement specific actions to be taken by the SP and shall provide EPA with specific recommendations for reducing incidents. The process shall identify and record problems for consideration and resolution by Problem Management. The SP shall develop a Service Request Trends and Statistics Report showing incident analysis trends. This report shall be provided weekly with monthly summaries. See Appendix A.8.

## **3.2.8 Problem Management**

The SP shall provide Problem Management support. Problem Management includes the activities required to diagnose the underlying cause of incidents with the goal of preventing incidents of a similar nature from recurring. The Problem Management process is also responsible for ensuring problem resolution is implemented through appropriate control procedures, such as change and release management. By removing errors, which often requires a structural change to the IT infrastructure in an organization, the number of incidents can be reduced over time.



### 3.2.9 Request Fulfillment Management

The SP shall provide Request Fulfillment Management.

The term Service Request is a generic description for many varying types of user IT demands. Many requests are small changes—low risk, frequently occurring and low cost. They may be a request to change a password, install an additional software application onto a particular Computer, relocate desktop equipment, etc. While these requests are small, their scale and frequent, low-risk nature allow them to be better handled by a separate process, rather than being allowed to congest and obstruct the normal incident and change management processes. In other cases, request changes are major changes with high risk, impact and cost. The request fulfillment management process will help to manage these demands.

To manage user requests, the SP shall complete the following:

- a) Receive and respond to client user requests via telephone, email or Web interface and record the problem or assistance needed in the EPA Enterprise Service Desk (BMC-Remedy) software provided by the government.
- b) Log, track, document and uniquely identify each request from submission to resolution.
- c) Track all problems via the EPA Enterprise Service Desk (BMC-Remedy) including phone calls and emails to the Help Desk.
- d) Route all requests to the proper authority for approval as defined in the Routing Matrix. See Appendix A.9.
- e) Route requests for services received via telephone, email or Web interface that are outside the scope of EZ TECH support to appropriate sources for resolution.
- f) Coordinate and track requests to completion.
- g) Re-classify tickets when initial ticket classification is determined incorrect. The SP shall not open a new ticket for the same request with a different classification.
- h) Place requests into pending status when the SP is awaiting response from the COR, the user or another service provider.
- i) Communicate status of requests to user and original requester.
- j) Survey user on quality, timeliness and professionalism of service upon completion of request.
- k) Maintain Enterprise Service Desk (BMC-Remedy) data throughout the life of EZ TECH.
- l) Archive Enterprise Service Desk (BMC-Remedy) data in compliance with the query and reporting requirements described in section 4.8.
- m) Provide explanation when a ticket goes into Pending status.



### 3.2.10 Event Management

The SP shall provide services for managing events as follows:

#### **Event Alerts**

Upon receipt of notification of a directive, outage, event, incident or other information affecting the infrastructure supported under this SOW, the SP shall draft the appropriate communications and provide as detailed herein to the COR for approval and distribution (See section 4.2 for additional information).

#### **Planned End User Computing Events**

Upon knowledge of planned system outages, the SP shall:

- a) Schedule all planned downtime as to minimize impact to users.
- b) Communicate all planned events and expected restoration time to affected users no less than 2 business days before the event.
- c) In the event a planned end user computing outage lasts more than one hour longer than planned, the SP shall provide users with a status update hourly until resolution.
- d) Upon receipt of system failure/incident notification, the SP shall treat the incident as priority level 1 (see section 3.2.1) and complete the following:
  - i. Assess system failure.
  - ii. Communicate status and expected restoration time to affected users.
  - iii. In the event failure lasts longer than expected, the SP shall provide users with status updates until resolution.
  - iv. Log, track, document and provide unique identifier for issues through resolution via the Enterprise Service Desk (BMC-Remedy).
  - v. Take necessary actions to restore end user computing equipment to operability:
    - ♦ For all hardware and software provisioned as part of an EZ TECH seat, the SP shall be responsible for all tasks associated with restoring the equipment to full operational status.
    - ♦ For all hardware and software not provisioned as part of an EZ TECH seat, the SP shall provide basic troubleshooting and coordination with other vendors and other service providers outside of EZ TECH until equipment restoration.
  - vi. Make recommendations to COR regarding alternative options (e.g., replacement) when standard repair is unfeasible.

Upon receipt of notification of a user issue, the SP shall complete the following:

- a) Communicate confirmation of receipt of notification to the Enterprise Service Desk (BMC-Remedy), requester and affected user.
- b) Log, track, document and provide unique identifier for issues through resolution.
- c) Diagnose issues.
- d) Notify user of status and expected repair time.



- e) Troubleshoot and repair problems:
  - i. For all hardware and software provisioned as part of an EZ TECH seat, the SP shall be responsible for all tasks associated with restoring the system to full operational status.
  - ii. For all other hardware and software not provisioned as part of an EZ TECH seat, the SP shall provide basic troubleshooting and coordination with other vendors and other service providers outside of EZ TECH until system restoration.
- f) Report delays in resolution to the COR.
- g) Escalate issues to appropriate resource for resolution and continue to track through resolution if the SP cannot resolve.
- h) Provide corrective action to ensure that inappropriate escalation does not reoccur if the COR determines escalation to be inappropriate.
- i) Test repaired system and ensure operability.

#### **Restoration of Service**

Upon system restoration, the SP shall complete the following:

- a) Communicate status of service(s) to requester and affected user(s).

### **3.2.11 Performance Management**

The SP shall schedule, perform and document using EPA's provided BMC-Remedy's Asset Management Module all routine, daily, preventive and regular maintenance on the components of the EZ TECH system in accordance with manufacturer or vendor specifications and/or organizational requirements. In providing this service, the SP shall:

- a) Maintain a maintenance log for the information system including the following:
  - i. Date and time of maintenance.
  - ii. Name of the individual performing the maintenance.
  - iii. Name of escort, if necessary.
  - iv. Description of the maintenance performed.
  - v. List of equipment removed or replaced including identification numbers, if applicable.
- b) Employ automated mechanisms to ensure periodic maintenance is scheduled and conducted as required and that the log of needed and completed maintenance actions is up to date, accurate, complete and available.
- c) Ensure maintenance logs are backed up and stored on a server and accessible to the COR at all times.

#### **Proactive Monitoring**

The SP shall ensure the proper operation of EPA systems through constant monitoring as described in the sections that follow.



### **Preventative Maintenance**

For all hardware provisioned under EZ TECH and in accordance with vendor-provided maintenance schedules, government directives and industry practice, the SP shall complete the following:

- a) Manage and monitor EZ TECH systems via the available GFE toolsets and/or SP tools.
- b) Monitor the quality of the output of printers. Replace toner as provided by EPA. Coordinate preventative maintenance with EPA Managed Print Service Provider as required (See Section 4.3 - Coordination).
- c) Perform preventative maintenance (i.e., firmware updates, disk defragmentation, etc.) according to relevant vendor, government or industry specifications for EPA hardware with the exception of printers and other equipment covered by the EPA Managed Print Services contract.
- d) Maintain a log of maintenance activities and identified issues .
- e) Coordinate maintenance of equipment with vendor and coordinate warranty repairs.
- f) Make recommendations concerning changes and optimizations to maintenance schedules.

### **3.2.12 Desktop and Configuration Management**

The SP shall provide desktop and user support services for EZ TECH computing equipment in accordance with the (1) Federal Policies and Regulations as defined in Appendix A.4, (2) EPA Policies and Procedures as defined in Appendix A.5, SOPs and (3) EZ TECH Deliverables as defined in Appendix A.8. In providing this support the SP shall provide support and management for:

- a) EPA's standard desktop/laptop hardware and software
- b) Nonstandard Computers and laboratory computer systems and instrument controllers and other peripherals, if the High Computing Users Optional CLIN defined on page 1-10 is exercised).
- c) Hardware and software installation, testing, configuration, support and upgrades.
- d) Hardware and software inventory management.

### ***IT Administration***

The SP shall administer EZ TECH computing endpoints as well as the EPA infrastructure with which they interface. This support covers system authentication and authorization for network and application access. The SP shall also provide support for accessing peripherals attached to the EPA network. For locations other than those indicated as outside of HQ in Appendix A.3, the SP shall create the following items: login scripts, printer objects, shared/home/restricted directories.





### **Active Directory Administration**

The SP shall provide Tier II/III Active Directory administration for the current Organization Unit (OU) and corresponding Sub OU that reside in the EPA Active Directory domain (aa.ad.epa.gov). The Sub OU consists of program office(s), Computers, user accounts, groups (data access groups/printer groups), published printer objects, and group policy objects.

### ***Management of Active Directory User's and Computer Objects***

The SP shall perform the following:

- a) Create, delete and modify local and network Active Directory accounts. Examples of user account tasks include: reset password, unlock user account, populate required fields, and add employee work force ID (WFID)
- b) Create, delete and modify user home directories on Active Directory file servers (coordinate establishment with appropriate system admin if admin rights reside in other service areas)
- c) Ensure that rights and privileges granted provide appropriate level of access; populating all required fields in User Accounts (WFID's, Full Name, etc.)
- d) Track basic account information including at a minimum, user name, user identification, date of creation, and revocation date;
- e) If the user is issued enhanced rights (Power User, Admin Rights), track privileges or exceptions, specification of enhancement, approver and date, and revocation date.
- f) Provide EPA the ability to query and create reports concerning account inventory.
- g) Create, delete and modify Computer Objects
- h) Maintain account inventory data throughout the life of task order

### ***Management of Active Directory Group Memberships***

The SP shall perform the following:

- a) Create, delete and modify group memberships (Security and Distribution groups) for the following:
  - i. Restricted and shared data access groups (example, DEX Shares, workgroup shares).
  - ii. Printer groups.
  - iii. Groups for Group Policy Objects (GPO) targeting.
  - iv. Local admin group (Admin Roles).

### ***Management of Active Directory Group Policy Objects***

The SP shall perform the following:

- a) Create, delete and modify group policy objects applied to user and computer accounts.





- b) Ensure that all enterprise GPOs are linked to the EZ TECH managed OU and SUB OU, and all users are pre-populated in correct groups for GPO targeting.
- c) Creation of group policy objects to deploy desktop policies standards deploy updates/fixes managed endpoints.
- d) Assign logon and logoff scripts to users accounts and devices.

***Management of Active Directory Printer Objects***

The SP shall perform the following:

- a) Create, delete and modify printer objects (coordinate establishment with appropriate system admin if admin rights reside in other service areas).
- b) Load print drivers for EZ TECH supported end user computing equipment.
- c) Manage print groups.
- d) Clear print queues.

***Management of Program Office Logon Scripts***

The SP shall perform the following:

- a) Administer VBscripts and batch files that are utilized for logon scripts.
- b) Take ownership of all program office login scripts for modifications and updates.
- c) Ensure, develop, and verify logon scripts are utilized to map network drives, connect/deploy network printers, etc.

**Lotus Notes/Domino Registration Authority Administrator Tasks**

The tasks listed below are relevant to the SP's Tier I administrators who will be performing ID related services/support.

The SP's Registration Authority (RA) Administrator approves or denies Lotus Notes or Internet certificate requests, and, if necessary, revokes Internet certificates. The RA is responsible for all aspects of creating, maintaining and supporting functions relevant to the provisioning of user accounts as related to the Notes ID functionality. The RA should be knowledgeable of Lotus Notes administration at some level.

The SP serving as the Lotus Domino RA administrator shall:

- a) Manage the recertification of Notes IDs.
- b) Revoke certificates if they can no longer be trusted, such as if the subject of the certificate leaves the organization (terminated employees).
- c) Manage ID certificate keys that become compromised.
- d) Register/create user accounts.
- e) Be given at minimum Author access to the Domino Directory for the domain with both the privilege "Create document" and role "User Creator" enabled.



- f) Have access to the necessary servers via the access granted through the Certificate of Authority process where the CA for the OU resides.
- g) Under the ID Vault function SP shall function as a Password Reset Authority:
  - i. Manage lost passwords.
  - ii. Reset passwords.
  - iii. Manage all aspects of user password account management.
- h) Manage all aspects of creating, maintaining and supporting functions relevant to the user accounts as related to ID functions.

#### **Print Management (Local and Network)**

The EZ TECH Printing environment will consist of legacy HP Printers (local and network) that have been standardized in the environment within the previous contract vehicles. The EZ TECH SP will also support newly provisioned printers and copiers that are procured by EPA federal staff through EPA Managed Print Services (MPS) contract. These devices will have functionality to print, copy, scan to email and/or directories, and secure printing.

The SP shall be responsible for the following:

- a) Installation, configuration and coordination of all printing related tasks that require placing a printing device on the EPA network. Tasks will include (IP Addresses, telecom port activation, print object creation, printer device relocation).
- b) Deployment of printer devices to end users Computers via Active Directory/Logon Scripts (see Active Directory task for Printing).
- c) Tier 1 and 2 triage support for all printing issues, (paper jam, printing errors, paper tray errors) and device communication errors.
- d) Managing and monitoring print devices using HP Webjet Admin or SP supplied equivalent toolset. (This should be done by the MPS SP.)
  - i. Setup system alerts for consumables (toner, staples, etc.) and parts (drum kits, etc.) ensure that consumables and parts are replaced prior to them being out.
  - ii. Secure printing devices by applying NIST standard security settings; for example: disable unused ports and services. Password protecting the printer control panels and embedded web server (EWS) of each device, and enabling secure erase options for all hard drive/memory devices that may reside on printing devices.
- e) Monitor the quality of the output of printers, install EPA provided replacements for consumables (e.g. toner) and facilitate maintenance and break fix issues with the EPA Managed Print Services SP as required.

#### **Desktop Management**

The SP shall provide desktop management support for EPA computing endpoints. These include both network attached and isolated systems, as defined below.



### **Network Attached Endpoints**

These include those physically located at an EPA facility and remote/alternate work location users. In accordance with EPA and other government directives detailed in section 2.1, the SP shall complete the following:

- a) Configure, administer, maintain and execute TEM, or a successor application, scanning functionality to ensure resources meet EPA security requirements.
- b) Ensure all systems have appropriate protections in place, such as anti-virus protection and security patches.
- c) Monitor TEM and Symantec Endpoint Protection (SEP) logs, or successor applications, to detect and mitigate security incidents to minimize impact to systems.
- d) Log, track, document and uniquely identify all security issues and incidents in the Enterprise Service Desk (BMC-Remedy).
- e) Review security procedures and recommend practices to reduce and/or eliminate security vulnerabilities.
- f) Administer the TEM desktop management suite, or successor application, to ensure off-network devices are managed and patched upon Internet connection via the DMZ.

### **Isolated CBI System Support (Optional CLIN)**

Confidential Business Information (CBI) standalone Computers are procured by program offices. The SP shall also provide management for these computer systems that are not connected to EPA's network directly but reside in an EPA facility, including EPA's CBI LAN and other lab equipment, and devices that are off the EPA general use network and maintained in locked rooms. There are less than a handful of these devices today. Lab equipment will be addressed by a separate CLIN (See Section 3.2.2).

### **Symantec Endpoint Virus Protection**

Symantec Endpoint Protection (SEP) is the agency virus protection software. SEP installs Antivirus, Desktop Firewall and Intrusion Detection components in single client installed that is mandatory on all user Computers.

In providing support under EZ TECH for virus protection, the SP shall:

- a) Ensure supported equipment is protected by the latest version of SEP software or successor application and virus definition pattern files are updated upon release for agency use.
- b) Monitor and manage supported devices in the SEP Management console to ensure devices are checking in, receiving pattern file updates, and threats and detections are identified and remediated. Monitor through SEP Management for day-to-day use.
- c) Ensure managed devices are receiving and running the SEP Weekly Active Scan and the Monthly Full Scan.
- d) Create and activate automated alerts for devices that have out-of date pattern files, weekly and monthly scan that are past due and for devices



that have not checked in to the SEP Management console but are active on the network.

- e) Make recommendations to the COR and CISO concerning possible changes to further protect EPA from viruses, worms, Trojan horses and other malicious attacks.

#### **IBM Tivoli Endpoint Manager (TEM)- Enterprise Suite**

The EPA has an agency licensee for the Tivoli Endpoint Manager (formerly known as BigFix) Lifecycle and the corresponding Modules below. The SP will have access to the suite tools to administer EZ TECH supported devices on the EPA Network and devices on the internet via the DMZ.

The SP shall complete the following:

- a) Design, develop, implement and provide O&M support of IBM TEM, including Data center services.
- b) Ensure TEM client(s) and additional component clients are installed on every computer to enable management and reporting on software distribution, patch compliance, hardware and software inventory, and security compliance.
- c) Ensure supported equipment is protected by, at a minimum, the Agency CSIRC-approved security patches.
- d) Create deployment packages and coordination of testing for packages prior to deployment.
- e) Report status of software distribution, patch deployment, compliance, and inventory per the defined SLA and deliverable. Report status to the appropriate ISO, CSIRC and COR.
- f) Make recommendations to the COR and CISO concerning possible changes to further protect supported equipment.
- g) The SP shall use TEM in the creation of the Asset Inventory Report (See Appendix A.8).

#### ***Image Management***

Image Management is essential to ensure a baseline of common end point configurations for EZ TECH throughout the EPA of the major features of the enterprise suite. It encompasses the creation of a hard disk image to be used in configuring EZ TECH computers. The SP shall manage imaging on all EZ TECH end-points under their control. The SP shall also support incremental installations of specialized software (See section 1.7.2) used by the various EPA Program Offices. In performing image management, the SP shall:

- a) The SP shall maintain the current EPA provided baseline (gold) image. As required and upon direction by the COR, the SP shall create additional standard baseline image that can be utilized on multiple hardware platforms. EPA will provide guidance and approval for initial build and subsequent updates. The SP will also be required to perform quarterly maintenance to the baseline image for operating system and application



updates to include, but not limited to; security patches, hot fixes, application update/upgrades, and any additional enterprise software.

- b) SP shall manage and maintain additional Program Office specific software and configuration packages that are used across an entire office. With EPA approval, SP will automate their installation as additions to the baseline image at the time of hardware build utilizing Tivoli Endpoint Manager.

### ***Patch Management***

Patch Management is one of the major features of the enterprise suite. It encompasses identifying patch vulnerabilities at a machine level, deploying the patch for remediation of those vulnerabilities, and identifying the remediated machines, and those machines which require additional attention.

The SP shall perform patches and upgrades to all EZ TECH end-points under their control. This includes support for Microsoft's "Patch Tuesday" for Windows. The SP shall also support specialized software (See section 1.7.2). SP patching shall not include support for printers or other technology covered under the EPA Managed Print Services contract. In performing patch management, the SP shall:

- a) Manage the software patch process. The SP shall ensure necessary routine and emergency OS, application and security patches are deployed to EPA computers efficiently and as transparently as possible.
- b) Monitor patch activity as initiated by CSIRC or the COR (which may exceed the minimum requirements provided by CSIRC) and provide patching services.
- c) Only deploy patches approved by the Change Advisory Board (See Section 1.5.3 for additional information).
- d) Provide the COR Patch Management Status Report reports (See Appendix A.8, #14).
- e) Educate users on expectations related to management of computers via EZ TECH End User Fact Sheets (See Appendix A.8). This includes not only patch management expectations, but also all remote software installs.
- f) Ensure planned patch activities are effectively communicated to end users and are performed as seamlessly and transparently as possible (e.g., patch deployment, minimizing required end user interaction, minimizing downtime and reboots) (See Section 3.2.10 for additional information).
- g) Work closely with EPA to determine what, where and when patches need to be tested and/or approved through the CAB process prior to deployment (See section 1.5.3 for additional information).
- h) Establish contingency plans and rollback plans to effectively and efficiently restore network-deployed software patches to their original state as necessary.
- i) Develop and maintain automated tools and monitoring mechanisms to ensure the regional office IT community staff maintains compliance in patch management.



### ***Software Distribution***

Software Distribution delivers operational control and visibility to your software delivery and installation process to your endpoints. The SP shall utilize the software distribution component for all enterprise and program office specific software deployments. Prior to large scale deployments (over 20 users) the SP shall test software installed on a representative sample of computers at an EPA location.

### ***Power Management***

The TEM Power Management allows administrators to manage, monitor, report on and control power settings of computers. Other capabilities include powering up computers using Wake-On-LAN functionality as well as restarting or powering off computers. EPA has a PC Configuration Management Standard that is enforced and reported on utilizing the power management module. The SP shall utilize the IBM Tivoli Endpoint Manager - Enterprise Suite (TEM) tools and utilities to enforce power management policy standards across EZ TECH end computing equipment.

### ***Software Use Analysis (TEM-SUA)***

Tivoli Endpoint Manager for Software Use Analysis (TEM-SUA) is software system module that provides reports about computer software inventory and usage trending. The SP shall use this module for all asset management reporting and trend analysis.

### ***Operating System (OS) Deployments***

Tivoli Endpoint Manager OS Deployment, is part of the Lifecycle Management suite which provides a consolidated, comprehensive solution to deploy new computers, re-image existing computers throughout the network from a centralized location. The SP may use this module or an equivalent as directed by the COR for computer deployments.

### ***Compliance Management***

The Security and Compliance component is used by Agency to enforce security configurations and patches. It provides reporting capabilities to meet U.S Federal Desktop Configuration Control (FDCC) and United States Government Configuration Baseline (USGCB) regulations, and Support Security Content Automation Protocol (SCAP). The SP shall use this module for compliance monitoring and reporting. The SP shall complete the following:

- a) Ensure that the TEM client or successor application is installed on every desktop to enable reporting of patch compliance.
- b) Ensure that supported equipment is protected by the latest CSIRC-approved security patches.
- c) Report status of patch deployment to the appropriate ISO, CSIRC and COR.
- d) Make recommendations to the COR and CISO through the Service Improvement Plan (see Appendix A.8) concerning possible changes to further protect supported equipment.





### ***Asset Discovery***

The TEM Asset Discovery tool scans the network for devices that do not have the IBM Tivoli Endpoint Manager Client. The SP shall utilize this tool to identify computing endpoints that do not have the TEM client. Upon discovery, the SP shall remediate.

### ***Automated Software Deployments***

The SP shall utilize the enterprise tools and utilities to script and deploy software installations. Installations to be deployed to more than 20 users will require coordination communication and approval from the COR and shall follow the OTOP change management processes. Manual installations are acceptable for installations affecting less than 20 users. The SP shall provide monthly reports on batch installations.

### **Beyond Trust Powerbroker**

BeyondTrust Powerbroker for Desktops enables standard windows users to run applications, process and Active X controls without elevating their standard user account with administrative privileges on their computer. Powerbroker for Desktops allows the EPA to comply with United States Government Configuration Baseline/Federal Desktop Core Configuration mandates enforced by Office of Management and Budget (OMB).

The SP shall ensure the following.

- a) Powerbroker for Desktops clients are installed on all desktops for enhanced and approved agency policies and deviations to apply.
- b) Powerbroker Desktops for Field Operators (FieldOps/OSC/CID Agents). An additional policy (GPO) has been created for field operators, off-site coordinators and CID Agents that are typically in the field for long periods of time. This policy allows field personnel to install software, run applications, install with elevated permissions, and install active controls and new hardware.
- c) Ensure that EPA agency-wide GPOs for Powerbroker are linked to the EZ TECH managed OU, and the group targeted FieldOps groups are populated with authorized users.
- d) The SP will need to identify software installation that exists in the environment and/or added to the environment that are not working properly and will need a policy added to the BeyondTrust rule set rather than providing the end user with enhanced privileges. The SP will need to work with the appropriate vendor to apply new policies to the environment.

### **Absolute Computrace**

All computers managed by EZ TECH will be preinstalled with the Computrace software. Computrace provides a robust multi-layered security solution to monitor, manage EPA assets regardless if there on the EPA network. The product tracks and locates missing computers and assists in recovering stolen machines.

The SP shall:





- a) Ensure that all managed devices (laptops/desktops) have the Computrace agent activated and actively checking in prior to the computer being deployed.
- b) Push out agent updates if required by the vendor.
- c) Identify Computrace Administrators (local admins) who will have access to the management console.
- d) Utilize the Computrace suite of tools for asset administration, theft recovery of assets, software policies and alert settings to help streamline their support process.

#### **Encryption Software**

The EPA has committed to encrypting all computing devices (i.e. laptops, desktops, tablets, etc.) to secure and protect Agency data and devices.

#### **Checkpoint Full Disk Encryption**

The EPA has an enterprise license to Checkpoint Full Disk Encryption software. The SP shall ensure the following.

- a) Ensure all managed devices (laptops/desktops) have the Full Disk Encryption (FDE) client installed, and all devices' local hard drives and volumes are fully encrypted (AES 256)
- b) Identify Checkpoint administrators (local admins) who will have access to the management console to perform troubleshooting tasks, uninstall FDE and have access to the necessary toolsets to remove agency data from encrypted hard drives.
- c) Support any user that may have requirements for encrypting data residing on external devices. The checkpoint admin will also have the required tool sets and consoles to assist users with lost passwords for encrypted data on external drives.

#### **PointSec Media Encryption**

The EPA uses the PointSec Media Encryption (PME) to encrypt data on external devices (e.g., hard drives, USB Thumb drives, CDs); this application is only to be used for users that have been identified by the program office as storing PII data.

#### **BoxTone for Blackberry Support**

BoxTone for Blackberry is a comprehensive mobile user monitoring platform that monitors the service provided to the Blackberry users as well as the Blackberry Enterprise Servers, Mail Server and wireless carrier users to provide mobile communication to EPA users. The BoxTone User console provides access to 'real time' user metrics and severity status for all users in the EPA.

The SP shall perform the following.

- a) Utilize the BoxTone Help Desk Console to quickly identify and resolve issues affecting a mobile user.



### **Bomgar Remote Assistance**

Bomgar is hardware appliance that provides the capability to remotely control computers connected to the EPA LAN, VPN or Internet. The EPA has an agency license that the SP shall utilize to provide remote support to end users.

The SP will have access to the Bomgar Remote Support software and the feature sets identified below to provide end user support.

- Remote control or remote view.
- File Transfer Protocol (FTP).
- Remote diagnostics.
- Transfer of remote sessions within support teams.
- Support team monitoring.
- Chat.
- Report generation.

To the extent authorized by the COR, the SP shall utilize Bomgar to complete the following:

- a) Implement and maintain EPA-provided tools that allow automated and remote systems management and monitoring of the end user computing environment including patches, security updates, software changes/updates, etc.
- b) Remotely monitor, manage or restore end user computing equipment and software in support of authorized users.

### **Flexera AdminStudio**

The AdminStudio client contains a suite of tools to automate all facets of creating, testing and customizing Microsoft Software Installer (MSI) application packages for deployment using EPA IBM Tivoli Endpoint Manager for software distribution. It allows for package modifications before production deployment is to commence.

The SP shall incorporate the AdminStudio tools into the Release and Deployment process to ensure application deployments do not encounter conflicts.

### **Hardware**

To manage EZ TECH hardware, the SP shall complete the following using the EPA provided inventory management system:

- a) Maintain a hardware inventory to meet the performance requirements of this SOW.
- b) Maintain an accurate inventory, using EPA's provided tracking system, with current information of available, deployed and disposed equipment including make, model, basic specifications, location, warranties, date of purchase or lease, owner, EPA decal, assigned user, custodial officer and vendor identifier (e.g., Asset Tag or Serial Number).
- c) Provide EPA the ability to query and create reports concerning hardware inventory covering the attributes defined above.
- d) Maintain hardware inventory data throughout the life of EZ TECH.



- e) Provide support for all computing assets as technology advances. The SP shall maintain spare peripherals as provided by EPA. The SP shall maintain a pool of hot spares to replace broken equipment within the designated SLA. A hot spare is a standard configuration laptop that is always live on the network so all appropriate software updates and patches are applied. The hot spare will be provided to an end user on a temporary basis (i.e., 48 hours) while a computer is being serviced. The hot spare will be provided based on the discretion of the technician. Quantity of hot spares per site is limited to 0.5% of the user base at each facility with a minimum of 2.

#### **Hardware Configuration**

Upon receipt of hardware, the SP shall complete the following:

- a) Apply standard configuration to hardware.
- b) Send notification to affected user of receipt of hardware and schedule installation.
- c) Ensure hardware is operational.

#### **Software**

The SP shall manage software requests from users as detailed below.

#### **Software Configuration Management**

The SP shall ensure OSs and software revisions are kept at the latest allowable release levels per EPA Personal Computer Configuration and Management Standard standards (See Appendix A.4). Upon receipt of notification of approved configuration change, the SP shall complete the following:

- a) Test the configuration change.
- b) Coordinate with the COR to notify users at least 2 business days business in advance of changes that will affect them unless addressing a high risk vulnerability.
- c) Implement configuration change.
- d) Update configuration change system (See section 3.2.14 for additional information).

#### **Base Image Software**

Base Image Software includes the following characteristics:

- a) Includes the EPA software as defined on the EPA list of approved applications (See Appendix A.11).
- b) Installed on all standard EPA computers.
- c) Installed in a standard fashion on every desktop or installed in accordance with the EPA Agency System Configuration Document (SCD).
- d) If problems arise with base image software, the SP shall take the necessary steps to fix the problem. The SP shall provide resolution of user problems with normal use of the software.



### **Allowed Software**

Allowed Software includes the following characteristics:

- Any software procured by EPA.
- Any freeware/shareware approved for installation by program office IMO and ISO.
- Any application developed in house.

The SP shall:

- a) Upon request and in accordance with the details provided within this SOW, install software.
- b) As required and in accordance with the details provided within this SOW, troubleshoot issues.
- c) As required and in accordance with the details provided within this SOW, provide initial triage and collaborate with software vendor in remediation of issues as required by EPA (e.g., ESRI and SAS).
- d) Upgrades/patches for previously approved freeware/shareware and COTS that are installed on the equipment do not require another approval form for each user. The customer can submit the request and upgrades/patches shall be completed upon successful testing by the SP without new approval forms.

### **Prohibited Software**

Prohibited Software is not allowed to be installed on any EPA computer. Prohibited Software includes the following characteristics:

- Illegal for use on government-owned or operated equipment or that violates Agency policies.
- Known to break or disable a PC configured as a standard desktop.
- Software in support of activities that are illegal, violates Agency policies, or circumvents or breaks security controls.
- Unlicensed software or software without a valid license.

### **Software Installation Reports**

The SP shall use TEM to provide the COR with periodic, at least monthly, software inventory reports on the installation of all software by organization (See Appendix A.8).

### **Scheduling Software Installations and Upgrades**

The SP shall coordinate with the COR prior to scheduling upgrades.

### **Library of Documentation**

The SP shall create and maintain an electronic library of documentation (e.g., SOPs, meeting minutes, reports, etc.) using the EPA provided IBM Lotus Quickr or other tool as directed by the COR that reflects the complexity and diversity of the environment and that enhances the software support process. The EPA COR shall have access to this Library at all times. The SP will update the Library quarterly.



### ***Automation Tools and Methods***

The SP shall recommend appropriate methods and tools to improve and increase automation in EPA's end user computing environment. The SP shall work with EPA to research, evaluate and implement such tools and methods.

### ***Assistive Technology Support***

Assistive technology shall be available to all EPA uses. The SP shall provide support for users of assistive technology by completing the following:

- a) Maintaining the ATC systems to ensure availability of tools.
- b) Providing by-appointment access to the ATC for individuals to test applications and assistive technology tools.
- c) Assisting with provisioning of equipment through the U.S. Department of Defense's Computer/Electronic Accommodations Program.
- d) Installing and configuring assistive technologies.
- e) Providing basic proficiency training on assistive technology tools for end users.

### ***Deployment and Technology Refresh Strategy***

Beginning no later than 3 months from date of task order award and to be concluded within 18 months from date of task order award (assuming the first option year is exercised), the SP shall complete a technology refresh with the goal of transitioning all EPA desktops from Windows XP to Windows 7 (or above) by April 2014. Scientific Computers, PCs used as laboratory instrument controllers and software will be addressed as Special Projects, would require a separate SOW and will only be included if the High Computing Users Optional CLIN defined on page 1-10 is exercised.

Within 60 days of task order award, the SP shall:

- a) Work with EPA/COR to develop and implement a Technology Refresh Plan to replace EPA computing hardware as warranties expire in coordination with EPA.
- b) Review the asset inventory and produce a report and schedule of assets to be refreshed in the upcoming cycle.
- c) Provide a 5 business day review period for COR review of the Technology Refresh Plan and shall incorporate feedback from the COR in the final version within 10 business days of receiving COR input. The SP shall incorporate feedback from the COR and provide the COR with a final Technology Refresh Plan for review and approval.

After the Technology Refresh Plan has been approved, the SP shall:

- a) Appoint a Technology Refresh Manager to work with EPA Program Manager (see Appendix A.24) to implement the Technology Refresh Plan.
- b) Implement the Technology Refresh Plan to include:
  - i. Build and manage multiple images in order to support both existing and new hardware.
  - ii. Install computer images to all computing endpoints.



- iii. Install computer images with other updates as assigned.
- c) Coordinate the refresh schedule with program office POCs and with the EPA Program Manager.
- d) Follow the MAC requirements established within this SOW and the associated SOPs in performing the refresh.
- e) Perform all work required to connect a new system for an end-user, including verifying that all data is copied to the new system. This includes but is not limited to email, computer profiles and Internet Explorer favorites.
- f) Assist the Asset Management Group in shipping and maintaining an accurate inventory and up-to-date database of all IT assets in the inventory and equipment deployed to end users, and to include EPA's Custodial Training.

### **3.2.13 Knowledge Management**

The SP shall support the EPA Enterprise Service Desk (BMC-Remedy) Resolution Knowledge Base. The SP shall:

- a) Maintain and enhance the GFE Enterprise Service Desk (BMC-Remedy) Knowledge Base of all incident resolutions so future incidents of the same type can be quickly resolved. The SP shall ensure all resolved incidents have a corresponding Knowledge Base article recorded in the incident entry.
- b) Provide a web based read only view of the Knowledge Base located within the EZ TECH website and available to all Agency employees and SPs so they can self-serve issues relating to the use of deployed equipment and software.
- c) Track the use of the Knowledge Base and provide the COR with a monthly report of usage statistics. (i.e., the number of incidents resolved using the Knowledge Base). The COR may request more frequent updates.

### **3.2.14 Change Management**

The SP shall participate in and support the EPA Change Management process. See Section 1.5.3 - Change Advisory Board (CAB). The SP shall perform any non-emergency, disruptive maintenance, repairs, upgrades or other changes as it relates to the Change Management program during non-business hours, unless otherwise approved by the COR. Non-business hours will be defined by the COR in consultation with affected users for each system.

The SP shall maintain software and hardware at the latest EPA-approved version level throughout the performance of the task order. The SP shall notify the COR of any vendor-announced support changes for all hardware and software when the announcement is made by the software or hardware vendor.

The SP shall attend CAB meetings and supporting meetings as requested by the COR. The SP shall serve as a process and technical advisor to the CAB to present,



discuss, coordinate and implement configuration changes in hardware, software and services while assuring compliance with standard documentation, providing necessary scheduling and providing orderly turnover procedures so that the SP and other support staffs can provide production support for new services. The SP shall notify the COR within one hour of the identification of any deficiencies in hardware, software or services and shall recommend ways to resolve the deficiencies in both short-term and long-term plans.

### **3.2.15 Release and Deployment Management**

In the performance of release and deployment management, the SP shall complete the following:

- a) Conduct release planning prior to any necessary development efforts that should include a detailed project schedule for testing and deploying a release.
- b) Maintain adequate backups prior to release deployments to allow version rollback by direction of the COR within 24 hours. In addition the SP will also maintain an early life support plan to address issues arising immediately following release.
- c) Following the COR's request, the SP will have necessary training materials and communications on the new deployment ready and available within two weeks of the release.

### **3.2.16 Asset Management**

The SP will be responsible for tracking all assets, which includes hardware, software, printers and accounts using the EPA provided tools. Customers will place orders using the procurement and financial tracking system called eBusiness (or successor tool). The SP shall;

- a) Ensure all MACs are recorded in the EPA provided asset management tool (eBusiness) once all work is completed.
- b) Maintain accurate asset records with adequate quality assurance controls to meet SLAs.
- c) Provide regular reporting of asset inventory and changes as described in Appendix A.8.
- d) Participate in annual inventories, lead and managed by EPA to reconcile all inventory discrepancies with other EPA inventory systems.

#### **eBusiness**

The EPA eBusiness system controls and manages the WCF billing process for EPA IT services including EZ TECH assets and services. The SP will monitor eBusiness during core hours for new and updated MAC requests. Once requests are received, the SP shall create tickets in the Enterprise Service Desk (BMC – Remedy) system to track and perform and manage the work as detailed within this SOP. These requests include, but are not limited to:

- Computer Provisions, Deprovisions & Moves.





- Printer Provisions, Deprovisions & Moves.
- Computer Peripherals, Parts, and Upgrades.
- Special /Optional Projects and Services.

***Quality Assurance for Asset Management***

The SP shall implement quality management process and procedures to ensure all asset inventory records are tracked and maintained accurately using eBusiness. The SP shall work with the COR to review and audit inventory records to ensure accuracy and overall quality.

***Annual Inventory Lead by EPA (OARM)***

The SP shall provide assistance and participate in annual inventory reviews conducted between the EPA OARM and EPA program offices who procure equipment through eBusiness. Each site/custodial area will conduct an annual physical inventory to ensure all assets are accounted for and records are up to date. Assistance required by the service provider will consist of searching for lost equipment, providing and reviewing reconciliation reports for SP managed systems, and attending meetings and walkthroughs to locate assets.



This page left intentionally blank.



## Section 4: Program and Task Management

The SP shall provide program and task management support that maximizes the successful accomplishment of all program and task requirements. The SP shall keep EPA fully informed of EZ TECH status verbally and in writing throughout the life of the task order. The SP shall be responsible for delivering tasks from concept through completion using a team of qualified experts. Program management will include the ability and resources to define, plan, implement, integrate and monitor every aspect of EZ TECH.

### 4.1 Service Provider Transition

The SP shall support a smooth transition process for both the Phase In period of work supported under this SOW as well as the Phase Out period. During transition between service providers, the EZ TECH SP will prepare to take full responsibility for workload starting on October 1<sup>st</sup>, 2012 in accordance with this SOW. In coordination with the COR, the SP shall provide continuity of support and operations at each EPA location. The SP shall minimize disruption to the existing operations, optimize the use of existing assets and ensure a high level of customer satisfaction.

#### 4.1.1 Phase In

EPA plans to provide an overlap period of up to 90 days for the incoming SP to coordinate and work with the current SP in accordance with the incoming SP's approved Phase-In plan. The Phase-In period shall commence on the effective date of the task order. The SP shall become operational by the end of the Phase-In period and will begin providing service to users. User support will be transitioned to the SP according to the government-approved Phase-In Plan.

During Phase-In, the current desktop services and support contractor and the SP under this task order shall:

- a) Conduct a joint inventory of the hardware, software and accounts to be managed under this task order
- a) Prepare, certify and submit a detailed Phase-In Joint Inventory Report as defined in the Phase-In Plan.
- b) Organize applications and skill sets into logical categories for migration and assimilation into the Service Desk.
- c) Review current operating process and procedures and make recommendations concerning lifecycle management of software, hardware and accounts management to identify opportunities for improved efficiencies and cost savings such as improved hand-offs from Tier 1 to Tier 2 and Tier 2 to Tier 3 support groups, as well as improve awareness of processes and procedures.
- d) Review and modify, as appropriate, escalation procedures, SOPs, and Technical Operations Manual (TOM). The incumbent contractor shall provide the most recent version of these documents to either EPA or the successful vendor as part of the transition process.
- e) Develop Service Desk sample reports and obtain approval



- f) Obtain necessary access to the EPA network environment, including security requirements. EPA assists and procures this access to/for Government Furnished Space or Property.. Please see applicable EPA security requirements that must be adhered to by the successful vendor.
- g) The SLAs, defined in Appendix A.20, will go into effect at the end of the phase in period and at the point where the SP assumes full responsibility (October 1st, 2012) for providing EZ TECH services.
- h) The SP shall ensure all necessary security and confidential business information training is completed by SP employees during transition and as required thereafter. The government will provide familiarization training to the SP pertaining to EPA's organizational structure, relationships with other IT support organizations, business partners and other EPA components as deemed necessary by the government.

#### **4.1.2 Phase Out**

The Phase-Out period may last up to 180 days at the government's discretion. The SP shall provide qualified personnel to execute Phase-Out in accordance with the COR approved Phase-Out Plan (See section 4.6.3). The SP shall fully cooperate with the succeeding SP and the government to allow for orderly turnover of facilities, equipment and records so as not to interfere with users' work or duties. EPA shall retain ownership of all information tracked by the Enterprise Service Desk (BMC-Remedy), inventory tracking system and any other systems used to perform the tasks under this SOW. Thirty calendar days after the task order end date, the SP shall work with EPA to transfer this information in a format approved by the COR.

The SP and the succeeding SP shall conduct a joint inventory in accordance with EPA requirements. The SP shall prepare, certify and submit a Phase-Out Joint Inventory Report for approval by the government 60 calendar days prior to the Phase-Out end date. The inventory shall include the same data as required for the Phase-In inventory. The government will determine the validity of any discrepancies. If the government determines the SP is responsible for the discrepancy, the SP shall correct the discrepancy prior to performance expiration. If the SP does not correct the discrepancy prior to performance expiration, the government will reduce the final payment to the SP by the cost of repair or replacement.

The SP shall remove all SP-owned equipment, materials, supplies and other items from government furnished facilities 30 calendar days after Phase-Out completion or termination, unless extended by mutual agreement. SP-owned property remaining after the agreed upon time will be disposed of by the government.

#### **4.2 Communications**

Communications to users shall be handled by EPA. The SP shall provide draft communications to the COR of any needed communications regarding the status of EPA networks and service availability or degradation. Communications shall be via email and/or interactive voice response (IVR). Reporting shall include services impacted,



coverage area and expected timeframe for restoration of service. Reporting shall include, but not be limited to, the following:

- a) Planned and unplanned changes or upgrades.
- b) Planned and unplanned system outages.
- c) Availability and status of networks, network services, server resources, data, systems, and peripherals.
- d) Availability and status of print servers.
- e) Availability and status of mail servers.
- f) Security/System Events.
- g) Availability of the Enterprise Service Desk (BMC-Remedy).

### **4.3 Coordination**

To ensure the successful delivery of EZ TECH, collaboration and coordination between the federal government and SP technical management groups is critical. Coordination will also be required with program and regional offices' IT infrastructure management groups. The SP shall establish Operating Level Agreements between EZ TECH and any other IT SPs to ensure appropriate operational coordination.

#### **4.3.1 Government Points of Contact**

The SP shall coordinate closely with EPA POCs. Meetings will be determined by the COR to ensure appropriate coordination on normal operations and response to urgent events. (See Appendix A.24.)

#### **4.3.2 Other Service Providers**

The SP shall coordinate closely with the providers of the following IT support services performed on behalf of EPA as detailed in Appendix A.23:

- Enterprise Service Desk.
- Hardware Procurement.
- Managed Print.
- Local Infrastructure Support.
- Hosting Support.
- Email, Collaboration and Mobile Device Services.
- COTS Support.
- Telecommunications.
- CSIRC.

### **4.4 Service Provider Resources**

The SP shall provide all necessary personnel, administrative, financial, and managerial resources necessary for the support of this task order. As the EPA expands its workforce, the SP shall provide the staffing needed to accommodate the in-progress projects and office expansions.



#### **4.4.1 Program Manager**

The SP shall designate a Program Manager (PM) as the primary POC for all EZ TECH interactions. The PM shall be the SP representative responsible for resolving all issues, concerns and problems and shall have full authority to make decisions and commit the SP's organization under this task order. The PM shall be readily available to respond to EPA's questions, concerns and comments and shall be proactive in alerting EPA to potential contractual issues including situations that may compromise the SP's ability to provide the services. The SP will provide a Staffing Plan for approval as defined in section 4.6.5 Staffing Plan.

#### **4.4.2 Training and Certification Requirements**

All support staff shall be required to take periodic security training. Additional training may be added at EPA's sole discretion. The SP shall provide a Service Provider Certification and Training Report as defined in Appendix A.8, tracking training and certification compliance. The SP shall keep its staff trained in current and evolving Help Desk and IT-related technologies, including but not limited to the following:

- The SP shall ensure the PM holds at a minimum the Project Management Professional (PMP) and ITIL v3 Foundation level certifications. In addition, it is recommended that Service Desk personnel are, at a minimum, ITIL 3.0 Foundation Certified prior to performance on this task order.
- The SP shall require that specially designated SP staff with elevated network and computer permissions take specialized training in IT security and security awareness.
- The SP shall provide adequate training before it assigns new staff independent work in the environment and will provide proper monitoring during the first several days after training and mentoring.
- SP employees assigned to work in areas where CBI data is handled must undergo EPA's CBI training and clearance process prior to commencing work in those areas.
- The SP shall ensure all its employees understand EPA's business and processes, its technology, and its customer base, and possess the interpersonal skills needed to enhance customer service and communication between service desk technicians and the end users.
- SP shall ensure all SP's employees take and pass all EPA training required for contractors as directed by the COR.
- 75% of on-site technicians at each location shall have COMP TIA A+ Certification and/or be Microsoft Certified Desktop Support Technicians with a minimum of 1 certified technician at each location staffed.

#### **4.4.3 Security Requirements**

The SP shall provide secure and reliable forms of identification, validating the staff identities for authentication to ensure adherence to the provisions of HSPD-12: Policy for a Common Identification Standard for Federal Employees and Contractors. The SP shall maintain documentation for all personnel including



clearances, consent forms and briefings (e.g., annual or initial security training, non-disclosure agreements, CBI, etc.). Documentation is to be furnished to the EPA COR upon request and must include at least the following:

- Personnel name.
- Name or type of clearance.
- Agreement or briefing.
- Date signed or received.

#### **4.4.4 Non-Disclosure Requirements**

Neither the SP nor any of its employees or affiliates shall disclose or disseminate any information concerning operations or activities that could interrupt the continuity of EPA's operations or increase the possibility of a breach of EPA's security. This includes dissemination of information that might result in a negative impact to the government's reputation.

#### **4.4.5 Confidential Business Information Requirements**

During the course of performing the work stated within this SOW, SP employees and staff may come in contact with CBI. Examples of information that may be considered confidential include the following:

- Identity of product inert ingredients.
- Identity of product ingredient sources.
- Description of manufacturing or quality control processes and corresponding impurities.
- Product chemistry registration data.
- Information about pending registration actions.
- Sales, production or other commercial or financial information.

Neither the SP nor any of its employees or affiliates shall disclose or disseminate any CBI that could result in, or increase the likelihood or possibility of, a breach of EPA's policies regarding the handling of CBI. This requirement includes dissemination of information that might result in a negative impact to the government's reputation. SP employees assigned to work in areas where CBI data is handled must undergo EPA's CBI training and clearance.

#### **4.4.6 Surge Support**

The SP shall account for surge activities and provide the resources necessary to accommodate them. During the life of the task order the workload in any one area may grow significantly for a period of time. Some activities are recurring while others are not. Recurring activities include, but are not limited to, audit support, the annual physical inventory of IT assets, year-end procurements and technology refresh cycles. Examples of non-recurring activities include major system rollouts, major office moves, unexpected increases in federal staffing to meet EPA mandates, and implementation of new EPA programs. These activities may spur an increase in the volume of Help Desk calls or Access Control requests. Unplanned surge activities' timing and length cannot be predicted





EPA regularly faces three major provisioning surge periods in the months of May, June, and July associated with the addition of temporary staff or interns. These events need to be included in planning activities. These surges represent yearly intern onboarding. The latest statistics available are provided below.

**Table 4-1: Historical Intern Provisioning Metrics**

Historical Intern Provisioning Volume and Timeframe		
Month/Year	2010	2011
May	242	233
June	136	135
July	23	17

**Table 4-2: Historical Intern Deprovisioning Metrics**

Historical Intern Deprovisioning Volume and Timeframe	
Month/Year	2010
August	240
September	48
October	61

#### **4.5 Continuous Service Improvements**

The SP shall exercise management and operational control over and assume full responsibility for SLAs set forth in this SOW. The SP shall recommend new technologies and processes to EPA throughout the life of the task order to ensure delivery of the best value products or services. The SP shall provide a bi-annual (twice a year) reporting of the service improvements implemented.

#### **4.6 Management Plans and Procedures and Organization**

The SP shall ensure proper oversight and planning for the execution of this SOW. This includes the creation of plans and procedures to document the approach to addressing various aspects of managing this task order.

##### **4.6.1 Program Management Plan**

The SP shall submit a Program Management Plan (PMP) within 60 calendar days after the award date of this task order. The SP shall provide a ten (10) business day review period for COR review of the revised PMP and shall incorporate feedback from the COR in the final version within five business days of receiving COR input. The SP shall provide PMP updates annually or as changes require.

##### **4.6.2 Phase In Plan**

The SP's Phase-In Plan provided as part of the technical quote that lead to the award of this task order is hereby incorporated by reference. At the discretion of the COR, the SP shall provide an update to the Phase-In Plan within 30 calendar days of task order award. The SP shall provide a ten (10) business day period for COR review of the Phase-In Plan and shall incorporate feedback from the COR in the final version of the Phase-In Plan. The SP shall provide the COR with a final



plan for review and approval within the following five business days of receiving COR input.

#### **4.6.3 Phase Out Plan**

The SP shall submit a Phase-Out Plan for Government approval 30 calendar days after notification of Phase-Out activation. EPA will provide this document to the successful vendor as part of the transition planning. The plan shall address the procedures necessary to ensure continuity of operations to the successor. The SP shall provide a ten (10) business day review period for COR review of the Phase-Out Plan and shall incorporate feedback from the COR in the final version of the Phase-Out Plan within five business days of receiving COR input.

#### **4.6.4 User Satisfaction Plan**

The SP shall provide a User Satisfaction Plan (USP) describing the SP's approach to managing and continually improving user satisfaction within 60 calendar days after the effective date of the task order. The plan shall include any methods beyond those required in the SOW the SP will take to measure user satisfaction, the procedures the SP will take to ensure high levels of customer satisfaction, approaches for remediating individual and systemic issues impacting satisfaction, and the SPs long term approach for continually improving user satisfaction. The SP shall provide a ten (10) business day review period for COR review of the User Satisfaction Plan and shall incorporate feedback from the COR in the final version of the User Satisfaction Plan within five business days of receiving COR input.

#### **4.6.5 Staffing Plan**

The SP shall submit a Staffing Plan to the COR describing the SP's strategy and detailed approach to meeting staffing requirements along with their proposed organizational structure within 30 calendar days after task order award. The SP shall provide a five business day period for COR review of the Staffing Plan and shall incorporate feedback from the COR and provide the COR with a final plan for review and approval within five business days of receiving COR input.

The Staffing Plan shall include, at a minimum, the following positions or their operational equivalents:

##### **KEY Personnel**

- Task Order Manager.
- Deputy Task Order Manager.
- Service Delivery / Workload Manager(s).
- Systems Engineering Manager.
- Service Desk Manager.
- Asset Manager.
- Quality Assurance Manager.
- Business Manager.
- Chief Technology Manager.
- Technology Refresh Manager.



- Senior Security Engineer
- Directory SME

**Other Personnel**

- Quality Assurance Manager.
- Inventory Specialist(s).
- Subject Matter Experts.
- Desktop Application SME.
- Active Directory Administrators.
- End-Point Administrators (Software Distribution, Scripting, Patch Deployment, OS Deployment).
- Lotus Notes Administrators.
- Security Administrator.
- Exclusive Premiere Agents for DC only.
- 2-4 dedicated technicians, not part of the Technician to User Ratio.
- Service Desk Agents.
- Workload Managers (Manage workload of queue).
- On-Site Desktop Technicians
- 2 Full Time Equivalents
- Technicians shall provide phone support when not addressing tickets and as needed.
- Site Leads.
- Communication Specialist/Technical Writer (Website content, FAQ, User Communication).

**4.6.6 Standard Operating Procedures**

In addition to the Program Management Plan (PMP) and at the discretion of the COR the SP shall work with the COR to develop and deliver SOPs to the COR in accordance with the deliverables schedule provided in Appendix A.8, Table A-8.3. The SOPs shall outline the steps and procedures to be followed by SP staff in meeting the requirements of this SOW. The SP shall provide a ten (10) business day review period for COR review of each of the SOPs and shall incorporate feedback from the COR in the final versions within five (5) business days of receiving COR input. The SP shall provide SOP updates quarterly or as changes require. The SOPs shall be maintained in the Library of Documentation (See Section 3.2.12).

**4.6.7 Operational Plan**

The SP shall prepare and present its Operational Plan at the task order's kick-off meeting. The plan shall include the Organization Chart, contact information for the main POCs, timelines, general operating procedures, staff training policies, transition plans and any additional information the SP considers relevant. At the discretion of the COR, the SP shall provide a ten (10) business day period after the Kick-off meeting for COR review of the Operational Plan and shall incorporate feedback from the COR and provide the COR with a final plan for review and approval within five (5) business days of receiving COR input.



#### **4.6.8 Security Plan**

The SP shall develop and deliver a Security Plan within 30 days after task order award. The security Plan shall describe the SP's strategy and detailed approach to meeting security requirements and shall comply with NIST standard 800.18 and other applicable NIST security standards. It shall also adhere to EPA's security policy. At the discretion of the COR, the SP shall submit a revised, Security Plan 60 calendar days after task order award, incorporating COR feedback and shall provide the COR with a final plan for review and approval within five business days of receiving COR input.

#### **4.6.9 Operational Level Agreements**

The SP shall develop and deliver Operational Level Agreements (OLAs) within 60 calendar days of task order award. A listing of current Other Service Providers is provided in Appendix A.23. OLAs will address all services provided by the SP that require activities by EPA staff and/or third-party vendor(s) to support the delivery of the services required under this SOW. The SP shall provide a ten (10) business day period for COR review of the OLAs and shall incorporate feedback from the COR in the final version of the OLAs to be provided within the following five business days of receiving COR input for COR review and approval. OLAs will be reviewed and updated quarterly to allow for incorporation of new services as they come online.

#### **4.6.10 Configuration Management Plan**

The SP shall develop, implement, maintain and adhere to a Configuration Management (CM) program utilizing industry best practices. The CM program's primary goal is to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes to minimize the impact of change-related problems on the service quality of the organization. The main activities of CM are planning, identification, control, testing, status accounting, verification and auditing. CM does not apply to changes requested by individual users, but rather to changes made to multiple systems. In support of this program, the SP shall develop and deliver a Configuration Management Plan (CMP) that details the SP's CM program as part of the technical quote. This plan is hereby incorporated by reference. At the discretion of the COR, the SP shall provide an update to the CMP 60 calendar days after effective date of the task order. The SP shall provide a ten (10) business day review period for COR review of the CMP and shall incorporate feedback from the COR in the final version of the Configuration Management Plan within five business days of receiving COR input.

#### **4.6.11 Service Improvement Plan**

In accordance with the reporting schedule in Appendix A.8, - Service Improvement Plan, the SP shall complete the following:

- a) Research new technologies and remain current with the latest IT trends.
- b) Analyze potential cost savings from new technologies and business process changes.



- c) Summarize recommendations and potential efficiency gains in the Strategic Planning Report (See Appendix A.8).

#### **4.6.12 Quality Assurance/Quality Control Plan**

The SP shall implement a comprehensive Quality Assurance (QA)/Quality Control (QC) program (e.g. quality management system) that addresses the requirements detailed herein and as described by ISO 9001. The SP will develop and deliver plans to ensure the performance standards listed in Appendix A.20 are adequately met as part of the technical quote. The QA/QC Plan shall describe in detail how the SP will plan, implement, document and assess QA and QC under the task order. This document shall include plans to monitor, measure and adjust procedures responsible for providing high quality services, thereby ensuring a high level of customer satisfaction as measured by the Customer Satisfaction SLA (see appendix A.20). Use of IT internal control frameworks such as ITIL, Control Objectives for Information Technology (COBIT), ISO 12207 and ISO 15288 may be considered part of the QA/QC program. The SP shall demonstrate an understanding of and apply the principles and standards contained in ITIL in the areas of Service Support/Service Desk and Service Delivery as outlined in the principles of IT Service Management. The SP's QA/QC Plan and program shall provide SOPs that address their implementation of QA/QC procedures for each of the task areas specified herein, including adequate QC to ensure operations are completed according to the agreed upon SLAs (see Appendix A.20). If subcontractors are used to conduct task order activities, the SP must address their activities and provide EPA with assurances of the quality of their efforts. Subcontractor operations must also be covered by documented QA/QC programs. At the discretion of the COR, the SP will provide an updated QA/QC Plan within 30 calendar days after the award date of this task order. The SP shall provide a ten (10) business day review period for COR review of the QA/QC Plan and shall incorporate feedback from the COR in the final version of the QA/QC Plan within five business days of receiving COR input.

##### ***Independent Verification and Validation***

EPA may conduct periodic external audits of task order activities or have them conducted by a third party independent of the SP's efforts. The results of these audits will be shared and discussed with the SP. Activities that affect quality will be discussed through periodic meetings or teleconferences. Particular attention will be paid to issues related to SLAs (see appendix A.20-User Satisfaction) measuring timeliness, reliability, and user satisfaction.

#### **4.7 Meetings**

To ensure clarity of performance, the SP shall keep EPA fully informed by the most efficient means possible, either verbally or in writing. The SP will conduct and attend meetings on a regular basis as detailed within this SOW or as directed by the EPA.



#### **4.7.1 Task Order Kick-Off Meeting**

The SP shall schedule and coordinate a kick-off meeting within five (5) business days after task order award at the government's site. At a minimum, meeting attendees shall include key SP personnel, EPA's CO, the COR and other key EPA personnel. The SP shall coordinate with the COR to develop an agenda for the meeting and shall coordinate with the COR to ensure all identified participants are notified of the meeting in advance. At a minimum the SP agenda should include the following:

- a) Schedule.
- b) Performance metrics including methods and schedule for achieving them.
- c) Security requirements.
- d) Government-furnished information.
- e) Monthly meeting dates.
- f) POCs.
- g) Roles and responsibilities.
- h) Transition process and timeframes.
- i) Prioritization of SP activities.
- j) Quality surveillance.

The SP shall provide the COR with kick-off meeting minutes and action items within two (2) business days after the meeting. See Appendix A.8. The SP shall work with the COR to resolve any disagreements that may arise concerning the content of the minutes. The SP shall provide the COR with final minutes for review and approval within 2 business days of receiving COR feedback.

#### **4.7.2 Quarterly Program Briefing**

The SP shall prepare and present a quarterly program briefing to the CO, the COR and relevant EPA personnel containing current task order financial status, anticipated task order financial status, current task order performance metrics, mitigation plans for under-performing areas and the status of other issues and concerns. The briefing shall be a high-level presentation of information already discussed and presented in other reports. The SP shall provide the COR with presentation materials for review three (3) business days prior to the briefing. See Appendix A.8.

#### **4.7.3 Bi-weekly Program Management Meetings**

As negotiated upon award, the SP shall conduct Bi-weekly Program Management Meetings with EPA POCs and other key government stakeholders. The purpose of these meetings is to ensure all stakeholders are informed of the projects' current activities, the status of all outstanding issues and progress in relation to metrics.

#### **4.7.4 Weekly Program Management Briefings**

As negotiated upon award, the SP shall provide weekly Program Management Briefings with EPA POCs and other key government stakeholders. The purpose of these briefings is to ensure all stakeholders are informed of the projects' current



activities, the status of all outstanding risks and issues and progress in relation to metrics.

#### **4.7.5 Weekly Task Lead meetings**

As negotiated upon award, the SP shall conduct weekly Task Lead Meetings with EPA POCs and other key government stakeholders. The purpose of these meetings is to ensure all stakeholders are informed of the projects' current activities, the status of all outstanding issues and progress in relation to metrics.

#### **4.7.6 Minutes**

The SP shall prepare minutes for meetings and reviews that relate to the task order's scope and when the government requires SP attendance for delivery within 2 business days after the meeting. At a minimum the minutes shall contain the following:

- a) Date and place.
- b) Attendees.
- c) Purpose of meeting/review.
- d) Brief description of items discussed.
- e) Results.
- f) Decisions.
- g) Action items.

### **4.8 Reporting**

The SP shall provide reporting related to this task order in accordance with the break out schedule detailed in Appendix A.8. The SP shall propose a format for each report for EPA review and approval within 15 business days of task order award. The COR will return the report formats within 10 business days of submission with comments for revision. Upon receipt of the government's comments, the SP shall provide updated report formats within 10 business days. In addition, the COR will have the right to review and modify report formats throughout the task order performance period.

To better manage EPA's customer support environment, it is essential that federal managers and users can directly query information databases at any time to monitor, track or make decisions. Service delivery reports shall be accessible and configurable for EPA to successfully monitor and address the services received at any time. EPA must be able to fully access all SOW-related data and have the ability to produce ad hoc reports without requesting them from the SP at any time. Therefore, the SP shall provide EPA management the ability to query and create reports concerning requests, trends and current status at any time. The SP shall also provide the ability for users to query information about their requests at any time. All reports provided by the SP are subject to Independent Verification and Validation (IV&V) by a third party upon the request of the COR. The SP shall support and cooperate in this process.





#### **4.8.1 Monthly Firm Fixed Price Financial Report (Only Applies to CLINs Invoiced on a FFP Basis)**

The SP shall furnish one (1) copy each, to the Task Order Contracting Officer Representative (TOCOR) and Contracting Officer (CO), of the Monthly Firm Fixed Price Financial Report. (See Appendix A.7 and A.8). The report shall specify financial detail for the Task Order Labor as follows:

- a) For the current reporting period, display: a list of prime contractor (SP) employees and each subcontractor employee and their respective labor categories, expended labor hours for the current invoicing period, and the cumulative hours expended by each individual by Contract Line Item Number (CLIN) and location set forth in Appendix A.17, Location Staffing Requirements. For subcontractor employees, also indicate the subcontractor company for which they are employed;
- b) When requested by the CO or other authorized representative, the SP shall provide copies of individual daily job timecards or other documentation requested by the Government.

The report shall be submitted, via email, to the following addressees on or before the 20th of each month or prior to submitting the current reporting period invoice for payment, whichever is earlier. Distribute reports as follows:

No. of copies	Addressee
One (1) copy	TOCOR
One (1) copy	Contracting Officer

#### **4.8.2 Ad Hoc Reporting (Optional CLIN)**

The SP shall provide ad hoc reports upon the request of the COR. These reports will be provided at the discretion of the COR and will address the need for SP reporting not covered by other reports defined herein (see Appendix A.8). These shall be handled as either Time and Materials or Firm Fixed Price.

### **4.9 Capacity, Workforce and Workspace Changes**

In response to capacity, workforce or workspace changes, the SP shall complete the following:

- a) Conduct a trend analysis on historical data to assess future user IT provisioning needs.
- b) Review license usage and availability to potentially reduce costs to EPA.
- c) Perform capacity planning for workforce changes.
- d) Review maintenance agreements to identify, address and plan for pending termination dates.
- e) Analyze changing needs across organizations and sites to make recommendations for allocation or reallocation of existing resources.
- f) Summarize recommendations in the Service Improvement Plan.



#### **4.10 Future Projects and Services (Optional CLIN)**

To address future EPA needs, the SP shall provide support for future projects and services relating to EZ TECH upon request. EPA will provide a requirements definition for new initiatives prior to requests for SP support. Some examples may include presenting new endpoint technologies at an EPA conference, setting-up an email kiosk or business center at an EPA conference, providing emergency operations and disaster recovery at Emergency Operating Center (EOC) or Continuity of Operations (COOP) sites, providing support for specialized equipment such as PCs on separate CBI networks or support for computers for High Computing users and PCs connected to lab equipment, data restoration/recovery.

##### **4.10.1 New Projects (Optional CLIN)**

In response to a task order for New Project execution, the SP shall complete the following:

- Complete the project in accordance with the contract requirements.
- Identify and perform ongoing services that fall within the scope of the newly completed project as necessary.

##### **4.10.2 New Services (Optional CLIN)**

In response to a task order for New Services, the SP shall provide the new service in accordance with the task order requirements.

#### **4.11 Deliverables Management**

The SP shall submit all deliverables including system/service performance status reports as required under this ITS-EPA II task order in the Service Tracking and Reporting (STAR) database system. Invoices and other monthly financial reports are exempt from this process and shall continue to be submitted as currently required. STAR serves as an electronic repository for documents and reports for all ITS-EPA II task orders. The government may add or remove deliverables as requirements and reporting needs change. When using the STAR system, the SP shall:

- a) Ensure the content is well organized and that appropriate government parties have access to the repository.
- b) Notify the COR when reports or deliverables are ready for review.
- c) Capture response and feedback from the COR and shall update the reports and deliverables appropriately within the time period prescribed for each deliverable in Appendix A.8.
- d) Submit all reports and deliverables to the COR in electronic format with paper format being available upon request.
- e) Create all reports and deliverables using Microsoft Word, Excel, Access, PowerPoint, Project or Visio file formats compatible with the current version of the software available on EPA systems (See Appendix A.11 – Standard Enterprise Software).



#### **4.12 Documentation**

The SP shall be responsible for the documentation of all efforts associated with this SOW, including documentation for supporting installation, testing and operations of systems. As directed by the COR, the SP shall review, critique and provide recommendations to policy, directives, manuals, orders, procedures and guidelines (see Appendix A.8). All files created by the SP in the performance of this task order remain the property of EPA and shall be returned to EPA 30 calendar days after the task order end date. Documentation shall be provided in accordance with the provisions of this SOW (See Section 4.12 - Deliverables Management).

#### **4.13 Environmental Stewardship**

Executive Order 13423 sets goals for Federal Agencies in the areas of energy efficiency, acquisition, renewable energy, toxics reductions, recycling, sustainable buildings, electronics stewardship, fleets, and water conservation. In the area of electronic stewardship, the Executive Order listed specific requirements for operations of electronics.

Specifically:

- a) ENERGY STAR® compliant computers and monitors should be purchased whenever feasible. A computer certified as ENERGY STAR® compliant can save the Agency \$25 to \$75 per desktop computer annually.
- b) Each monitor must be set to enter sleep mode after 10 minutes of inactivity.
- c) Each computer must be set to turn off hard disks after 60 minutes of inactivity and enter standby mode after 60 minutes of inactivity.
- d) Employees must power down (turn off) both the computer and the monitor at the end of each day, unless otherwise instructed. This will result in significant energy savings for the Agency.
- e) All workgroup (networked, shared) printers must be set to default to duplex printing and enable sleep mode (if available) after 60 minutes of inactivity. Users may have the ability to print single-sided.
- f) All toner cartridges, and other packing materials and supplies, must be recycled to the greatest extent possible.
- g) All electronics purchased should be rated EPEAT Silver, or higher, if available.

Additional information on Green IT Operations can be found at [www.energystar.gov](http://www.energystar.gov), and EPEAT at <http://www.epeat.net>.



This page left intentionally blank.



## APPENDICES

### A.1 Definitions

*Table A-1.1: Definitions*

Term	Definition
<b>Accrual</b>	An accounting method that measures the performance and position of a company by recognizing economic events regardless of when cash transactions occur.
<b>Alternate work location</b>	A work site other than the officially assigned work station. Typically outside of the EPA network, this may include homes, telework sites, other offices, or hotels.
<b>Assistive technology</b>	Any item, piece of equipment, or system, whether acquired commercially, modified, or customized, that is commonly used to increase, maintain, or improve functional capabilities of individuals with disabilities.
<b>Brokered Ticket</b>	Ticket that has been passed on to another SP to be addressed and is still being monitored and managed by the EZ TECH SP.
<b>IBM Tivoli Endpoint Manager (TEM)</b>	IBM Tivoli® Endpoint Manager (TEM) provides endpoint management capabilities for the EPA enterprise. Endpoint management includes, patching, software deployment, power settings, asset discovery and inventory, and security.
<b>Computer Security Incident Response Capability (CSIRC)</b>	An organization within OTOP whose mission is to protect EPA information assets and respond to actual and potential incidents.
<b>eBusiness</b>	A web application where users are able to establish the necessary accounts, shop for WCF products and services via an on-line catalog, obtain products and services, and monitor usage.
<b>DMZ</b>	A DMZ is a physical or logical subnetwork containing and making available to external systems an organization's external services while insulating and isolating the organizations internal data an systems.
<b>EZ TECH Seat</b>	An EZ TECH seat includes a desktop or laptop computer configured to one of the specifications defined in Appendix A.5: EPA PC Configuration Management Standard with a standard image of enterprise software (see Appendix A.11).
<b>Non-Standard Software</b>	Software not listed in Appendix A.11.
<b>Personally Identifiable Information</b>	Any information about an individual maintained by an agency, including, but not limited to, education, financial transactions, medical history, and criminal or employment history and information which can be used to distinguish or trace an individual's identity, such as their name, social security number, date and place of birth, mother's maiden name, biometric records, etc., including any other personal information which is linked or linkable to an individual.
<b>Remote Access Methods</b>	EPA currently employs the following remote tools: AAA, VPN, SecureWeb, Webmail/Notes, Blackberry, and SecureRemote.
<b>Symantec Endpoint Protection</b>	SEP combines industry-leading, real-time malware protection for enterprise computers and network servers with graphical Web-based reporting and centralized management and administration capabilities. EPA corporate license for SEP enables the EPA to manage a centralized configuration and deployment which in turn eases administrative burden across the EPA and maximizes system uptime. The EPA owns a license for the SEP client for every EPA desktop.
<b>Interactive voice response (IVR) System</b>	Interactive voice response (IVR) is a technology that allows a computer to interact with humans through the use of voice and telephone keypad inputs.
<b>Hot Spare</b>	Computer equipment not assigned to a user, but maintained in a ready state complete with up-to-date and compliant with the same standards as computers currently assigned to users



## A.2 Acronyms

Table A-2.1: Acronyms

Acronym	Description
AAA	Anytime Anyplace Access
AD	Active Directory
AO	Office of the Administrator
ASSERT	Automated System Security Evaluation and Remediation Tracking
ATC	Assistive Technology Center
BC	Branch Chief
BLE	Business Line Executive
CAB	Change Advisory Board
CART	Commercial Activity Requirements Team
CAMP-T	Commercial Activity Management Plan Team
CBI	Confidential Business Information
CFO	Chief Financial Officer
CIO	Chief Information Officer
CISO	Chief Information Security Officer
CLIN	Contract Line Item Number
CM	Configuration Management
COR	Contracting Officer Representative
COTS	Commercial Off the Shelf
CSI	Continual Service Improvements
CSIRC	Computer Security Incident Response Capability
EA	Enterprise Architecture
EDSD	Enterprise Desktop Solutions Division
EOC	Emergency Operations Center
EPA	Environmental Protection Agency
EPASS	EPA Personnel Access and Security System
EPEAT	Electronics Product Environmental Assessment Tool
ESD	Enterprise Service Desk
EWS	Embedded Web Server
FSSI	Federal Strategic Sourcing Initiative
FY	Fiscal Year
GFP	Government Furnished Property
GMRA	Government Management Reform Act
GPO	Group Policy Objects
GWAC	Government-wide Acquisition Contracts
IAG	Inter-agency Agreement
IMO	Information Management Officers
IRM	Information Resources Management



Environmental Protection Agency (EPA) Information Technology (IT)  
EZ Tech Services Statement of Work



Acronym	Description
ISO	Information Security Officer
IT	Information Technology
ITIL	Information Technology Infrastructure Library
ITS-EPA II	Information technology Infrastructure Support and Solutions for the Environmental Protection Agency II
IVR	Interactive Voice Response
LOO	Letter of Obligation
LSO	Lifecycle Service Operation
MAC	Move/Add/Change
EZ TECH	EZ Tech Services
MPS	Managed Print Services
NEISEC	National Environmental Information Systems Engineering Center
NIST	National Institute of Standards and Technology
OAR	Office of Air and Radiation
OARM	Office of Administration and Resources Management
OCFO	Office of Chief Financial Officer
OECA	Office of Enforcement & Compliance Assurance
OEI	Office of Environmental Information
OGC	Office of General Counsel
OIA	Office of International Affairs
OIG	Office of Inspector General
OLA	Operational Level Agreement
OMB	Office of Management and Budget
OPPTS	Office of Prevention, Pesticides, and Toxic Substances
ORD	Office of Research and Development
OS	Operating System
OSWER	Office of Solid Waste and Emergency Responses
OTOP	Office of Technology Operations and Planning
OU	Organization Unit
OW	Office of Water
PC	Personal Computer
PDA	Personal Digital Assistant
PII	Personally Identifiable Information
PMBOK	Project Management Body of Knowledge
PMP	Program Management Plan
PMP	Project Management Professional
PRS	Performance Requirements Summary
QA	Quality Assurance
QCP	Quality Control Plan
RA	Registration Authority





Acronym	Description
SCD	System Configuration Documents
SEP	Symantec Endpoint Protection
SLA	Service Level Agreement
SOPs	Standard Operating Procedures
SOW	Statement of Work
SP	Service Provider
TE	Technical Exhibit
TEM	Tivoli Endpoint Manager
USGCB	United States Government Configuration Baseline
WAN	Wide Area Network
WCF	Working Capital Fund
WFID	Work Force ID
IVR	Interactive Voice Response

### A.3 EPA Regions and Offices

EPA houses 13 offices:

- Office of the Administrator (AO).
- Office of Administration and Resources Management (OARM).
- Office of Air and Radiation (OAR).
- Office of Enforcement & Compliance Assurance (OECA).
- Office of Chief Financial Officer (OCFO).
- Office of Environmental Information (OEI).
- Office of General Counsel (OGC).
- Office of Inspector General (OIG).
- Office of International Affairs and Tribal Affairs (OITA).
- Office of Chemical Safety and Pollution and Prevention (OCSPP).
- Office of Research and Development (ORD).
- Office of Solid Waste and Emergency Response (OSWER).
- Office of Water (OW).

These offices include the following EPA regional locations:

- Region 1: Boston.
- Region 2: New York City.
- Region 3: Philadelphia.
- Region 4: Atlanta.
- Region 5: Chicago.
- Region 6: Dallas.
- Region 7: Kansas City.
- Region 8: Denver.
- Region 9: San Francisco.
- Region 10: Seattle.



## A.4 Federal Policies and Regulations

Table A-4.1: Federal Policies and Regulations

Federal Policies and Regulations	Reference Location
Computer Security Act of 1987	<a href="http://csrc.nist.gov/groups/SMA/ispab/documents/csa_87.txt">http://csrc.nist.gov/groups/SMA/ispab/documents/csa_87.txt</a>
The Privacy Act of 1974 Section 552a	<a href="http://www.justice.gov/opcl/privstat.htm">http://www.justice.gov/opcl/privstat.htm</a>
The Rehabilitation Act Section 508	<a href="http://www.access-board.gov/EPA508/guide/act.htm">http://www.access-board.gov/EPA508/guide/act.htm</a>
Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR part 1194)	<a href="http://www.access-board.gov/EPA508/508standards.pdf">http://www.access-board.gov/EPA508/508standards.pdf</a>
The Fair Labor Standards Act of 1938 as amended and any applicable Executive Orders	<a href="http://www.dol.gov/whd/regs/statutes/FairLaborStandAct.pdf">http://www.dol.gov/whd/regs/statutes/FairLaborStandAct.pdf</a>
U.S. Office of Management and Budget (OMB) Circular A-4, Risk Analysis	<a href="http://www.whitehouse.gov/omb/circulars_a004_a-4">http://www.whitehouse.gov/omb/circulars_a004_a-4</a>
OMB Circular A-11, Financial Reporting and Performance	<a href="http://www.whitehouse.gov/omb/circulars_a11_current_year_a11_toc">http://www.whitehouse.gov/omb/circulars_a11_current_year_a11_toc</a>
OMB Circular A-76, Personnel Issues	<a href="http://www.whitehouse.gov/omb/circulars_a076_a76_incl_tech_correction">http://www.whitehouse.gov/omb/circulars_a076_a76_incl_tech_correction</a>
OMB Circular A119, Consensus Standards	<a href="http://www.whitehouse.gov/omb/circulars/a119/a119.html">http://www.whitehouse.gov/omb/circulars/a119/a119.html</a>
OMB Circular A-123, Internal Control Management	<a href="http://www.whitehouse.gov/omb/circulars_a123_rev">http://www.whitehouse.gov/omb/circulars_a123_rev</a>
OMB Circular A-130, Information Resource Management	<a href="http://www.whitehouse.gov/omb/circulars_a130_a130trans4">http://www.whitehouse.gov/omb/circulars_a130_a130trans4</a>
OMB Circular A-131, Value Engineering	<a href="http://www.whitehouse.gov/omb/circulars_a131/">http://www.whitehouse.gov/omb/circulars_a131/</a>
OMB Memorandum M-08-27, Guidance for TIC compliance	<a href="http://www.whitehouse.gov/sites/default/files/omb/assets/omb/memoranda/fy2008/m08-27.pdf">http://www.whitehouse.gov/sites/default/files/omb/assets/omb/memoranda/fy2008/m08-27.pdf</a>
OMB Memorandum M-08-22, Guidance on implementing FDCC	<a href="http://www.whitehouse.gov/sites/default/files/omb/memoranda/fy2008/m08-22.pdf">http://www.whitehouse.gov/sites/default/files/omb/memoranda/fy2008/m08-22.pdf</a>
OMB Memorandum M-07-24, Updated principles for Risk Analysis	<a href="http://www.whitehouse.gov/sites/default/files/omb/assets/omb/memoranda/fy2007/m07-24.pdf">http://www.whitehouse.gov/sites/default/files/omb/assets/omb/memoranda/fy2007/m07-24.pdf</a>
OMB Memorandum M-07-11, Implementation of Commonly Accepted Security Configurations for Windows Operating Systems	<a href="http://www.whitehouse.gov/sites/default/files/omb/assets/omb/memoranda/fy2007/m07-11.pdf">http://www.whitehouse.gov/sites/default/files/omb/assets/omb/memoranda/fy2007/m07-11.pdf</a>
OMB Guidelines for Ensuring and Maximizing the Quality, Objectivity, Utility, and Integrity of Information Disseminated by Federal Agencies	<a href="http://www.whitehouse.gov/omb/fedreg_final_information_quality_guidelines">http://www.whitehouse.gov/omb/fedreg_final_information_quality_guidelines</a>
Federal Information Security Management Act (FISMA)	<a href="http://csrc.nist.gov/drivers/documents/FISMA-final.pdf">http://csrc.nist.gov/drivers/documents/FISMA-final.pdf</a>
U.S. Department of Commerce, National Institute of Standards and Technology (NIST) Special Publication (SP) 800-34	<a href="http://csrc.nist.gov/publications/nistpubs/800-34-rev1/sp800-34-rev1_errata-Nov11-2010.pdf">http://csrc.nist.gov/publications/nistpubs/800-34-rev1/sp800-34-rev1_errata-Nov11-2010.pdf</a>
NIST SP 800-53, Rev. 3	<a href="http://csrc.nist.gov/publications/drafts/800-63-rev1/SP800-63-Rev1-Draft3_June2011.pdf">http://csrc.nist.gov/publications/drafts/800-63-rev1/SP800-63-Rev1-Draft3_June2011.pdf</a>
Federal Continuity Directive 1	<a href="http://www.fema.gov/pdf/about/offices/fcd1.pdf">http://www.fema.gov/pdf/about/offices/fcd1.pdf</a>
Electronic Signatures in Global and National Commerce Act (ESIGN)	<a href="http://www.whitehouse.gov/omb/memoranda/m00-15.html">http://www.whitehouse.gov/omb/memoranda/m00-15.html</a>
Federal Information Processing Standards	<a href="http://www.itl.nist.gov/fipspubs/">http://www.itl.nist.gov/fipspubs/</a>
Government Information Security Reform Act	<a href="http://www.whitehouse.gov/omb/memoranda/m01-08.pdf">http://www.whitehouse.gov/omb/memoranda/m01-08.pdf</a>
Government Paperwork Elimination Act (GPEA)	<a href="http://www.whitehouse.gov/omb/circulars/a130/a130.html">http://www.whitehouse.gov/omb/circulars/a130/a130.html</a>



Federal Policies and Regulations	Reference Location
Information Technology Management Reform Act	<a href="http://www.whitehouse.gov/omb/memoranda/m96-20.html">http://www.whitehouse.gov/omb/memoranda/m96-20.html</a>
OMB Memorandum on Agency Architecture Development	<a href="http://www.whitehouse.gov/omb/memoranda/m97-16.html">http://www.whitehouse.gov/omb/memoranda/m97-16.html</a>
PDD-63 White Paper	<a href="http://fas.org/irp/offdocs/paper598.htm">http://fas.org/irp/offdocs/paper598.htm</a>
Presidential Decision Directive – PDD-62	<a href="http://fas.org/irp/offdocs/pdd-62.htm">http://fas.org/irp/offdocs/pdd-62.htm</a>
Presidential Decision Directive – PDD-67	<a href="http://fas.org/irp/offdocs/pdd/pdd-67.htm">http://fas.org/irp/offdocs/pdd/pdd-67.htm</a>
FIPS Publications	<a href="http://csrc.nist.gov/publications/PubsFIPS.html">http://csrc.nist.gov/publications/PubsFIPS.html</a>
Section 508 Compliance	<a href="http://www.Section508.gov/Index.cfm?FuseAction=content&amp;ID=12">http://www.Section508.gov/Index.cfm?FuseAction=content&amp;ID=12</a>
NARA Electronic Records Management (ERM) Guidance	<a href="http://www.archives.gov/records-mgmt/initiatives/erm-guidance.html">http://www.archives.gov/records-mgmt/initiatives/erm-guidance.html</a>
Homeland Security Presidential Directive (HSPD) 12	<a href="http://www.whitehouse.gov/omb/memoranda/fy2005/m05-24.pdf">http://www.whitehouse.gov/omb/memoranda/fy2005/m05-24.pdf</a>
Federal Electronics Challenge Executive Order 13148 of April 21, 2000	
Greening the Government Through Leadership in Environmental Management	

## A.5 EPA Policies and Procedures

Table A-5.1: EPA Policies and Procedures

EPA Policies and Procedures	Reference Location
EPA Data Standards	<a href="http://oaspub.epa.gov/edr/epastd\$.startup">http://oaspub.epa.gov/edr/epastd\$.startup</a>
Information Management & Information Technology Policies that apply to SP's performing work through an EPA-issued contract	<a href="http://www.epa.gov/irmpoli8/">http://www.epa.gov/irmpoli8/</a>
EPA Web Guide	<a href="http://www.epa.gov/webguide/index.html">http://www.epa.gov/webguide/index.html</a>
IRM Policy Manual	<a href="http://www.epa.gov/irmpoli8/archived/polman/index.html">http://www.epa.gov/irmpoli8/archived/polman/index.html</a>
Information Sensitivity Compendium	<a href="http://semanticcommunity.info/@api/deki/files/2555/=InformationSensitivity.pdf">http://semanticcommunity.info/@api/deki/files/2555/=InformationSensitivity.pdf</a>
EPA Draft Configuration Management Policy	Available upon request
EPA Interim Agency Network Security Policy	Available upon request
EPA Order 3210 – Physical Security Program	Available upon request
EPA Personal Property Policy and Procedures Manual	Available upon request
EPA PC Configuration Management Standard	Available upon request
Computer Security Incident Response Capability (CSIRC) Guidelines	Available upon request
EPA Order 2150.1 – Interim Agency Network Security Policy	Available upon request
National Environmental Information Systems Engineering Center (NEISEC) security plan	Available upon request
OTOP PM/ITIL Implementation Project: Change Management Process and Procedures	Available upon request
Personal Property Policy and Procedure Manual	Available upon request



## A.6 Historical Service Desk Volume

*Table A-6.1: Historical Service Desk Incidents*

	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
Total Incidents	5157	5704	4789	4997	6028	5273	5021	4731	5582	4665	4546	5649	5569
Total Incidents - Phone	3054	3374	2931	3129	4144	3712	3232	3110	3468	2975	2851	3833	3422
	59.22%	59.15%	61.20%	62.62%	68.75%	70.40%	64.37%	65.74%	62.13%	63.77%	62.71%	67.85%	61.45%
Total Incidents - Email	2102	2322	1858	1867	1881	1558	1789	1620	2112	1689	1695	1815	2144
	40.76%	40.71%	38.80%	37.36%	31.20%	29.55%	35.63%	34.24%	37.84%	36.21%	37.29%	32.13%	38.50%
Total Incidents - Other	1	8	0	1	3	3	0	1	2	1	0	1	3
	0.02%	0.14%	0.00%	0.02%	0.05%	0.06%	0.00%	0.02%	0.04%	0.02%	0.00%	0.02%	0.05%

*These call volume statistics covering the current environment of approximately 12,500 users are provided for estimation purposes only and do not represent a binding number of problems anticipated by the EPA.*



## A.7 Sample FFP Financial Reports

Figure A-7.1: Sample FFP Financial Reports

CLIN 001 MDSS Basle Support					
Employee	Contractor	Labor Category	Location	Current Period	Cumulative
Smith, Joe	Prime	System Admin	Franklin Court	20	60
Mouse, Mickey	Prime	System Admin	Franklin Court	12	36
Doe, Jane	ABC Company	Admin Asst	Franklin Court	5	15
Poppins, Mary	Prime	Network Admin	Ariel Rios North	10	30
Taylor, Sean	Prime	System Admin	Ariel Rios North	10	30
Frank, Bob	XY Inc.	System Admin	Ariel Rios North	10	30
Total CLIN 001 Labor Hours				67	201

CLIN 002 Ad-hoc Support					
Employee	Contractor	Labor Category	Location	Current Period	Cumulative
Smith, Joe	Prime	System Admin	Franklin Court	3	9
Doe, Jane	ABC Company	Admin Asst	Franklin Court	1	3
Poppins, Mary	Prime	System Admin	Ariel Rios North	2	6
Frank, Bob	XY Inc.	System Admin	Ariel Rios North	2	6
Total CLIN 002 Labor Hours				8	24

TOTAL FFP CLIN LABOR HOURS				CURRENT PERIOD	CUMULATIVE
				75	225
By location:	Franklin Court			41	123

## A.8 Deliverables Matrix

The following tables list deliverables for this task order and their associated due dates. Deliverables not listed here but included within the text of the SOW are also required. With the exception of the deliverables due with the technical quote, the COR will return the deliverable within 10 business days of submission with comments for revision. Upon receipt of the Government's comments, the SP shall provide updated deliverables within 10 business days. Upon Government approval, the SP shall implement the plans and procedures as outlined in the schedule included in the deliverable.

The SP shall provide the following reports, SOPs and plans, by Office and location (Name of Facility / Bldg) as detailed in Appendix A.17, to the COR according to the following schedule:

Table A-8.1: Report Matrix

#	Report Name	Description	Frequency
1	Status Report	Summary of SP's activities (including any recommendations for local/tactical improvements as well as personnel changes)	Weekly
2	Performance Standard Compliance	Performance standard compliance, including exception reports for missed SLAs	Weekly with monthly summaries
3	Service Request Trends and Statistics Report	Reports and Statistics on number, type and trends in service requests indicating a need for training, broken down by site and Program Office including aging ticket report	Weekly with monthly summaries



#	Report Name	Description	Frequency
4	Service Provider Certification and Training Report	Training summaries reported by technicians and staff by course topic	Monthly
5	Configuration Management	Configuration management status and changes	Monthly
6	WCF Workload Report	Detailed workload records that identify specific resource units consumed for each cost center by each accountable user	Monthly
7	Asset Inventory Report	Inventory of all equipment, software, and consumables by organization tracked within the asset management system	Monthly
8	Security Report	Security incidents, issues, and changes after action report	Within one calendar day of occurrence of incident
9	Incident Response Debriefing	Situational Debrief for major incidents or emergency response (including lessons learned, root cause analysis and course of action for remediation)	Within one business day of incident
10	MAC Report	All installs, moves, adds and changes in the environment of the hardware or software	Weekly
11	Quality Assurance Report	Periodic audit of services	Bi-Monthly
12	Account Compliance Report	Users with elevated rights as well as active, disabled & deleted accounts reporting on all users	Weekly and Monthly
13	Elevated Privileges Report	Users who have admin rights on their computers	Monthly
14	Patch Management Status Report	Patch compliance – % of systems that are patched by CSIRC required date	Weekly and Monthly
15	Software Deployment Report	Report of software deployments for groups of 20 or more users receiving the same package by site and program office	Monthly
16	Daily Status Report/Readiness Review	Summary of previous day activates, incidents, outages, carry-overs and changes	Daily
17	EZ TECH End User Fact Sheet	Information guides used for user education (Self Help)	2 EZ TECH end user fact sheets per month
18	Strategic Planning Report	Summarizes recommendations and potential efficiency gains	Upon COR Request
29	Quarterly Program Briefing Materials	Contains current task order financial status, anticipated task order financial status, current task order performance metrics, mitigation plans for under-performing areas and the status of other issues and concerns	Three (3) business days prior to the briefing
20	Kick-off Meeting Minutes and Action Items	Meeting minutes and action items	Within two (2) business days of the meeting
21	Review, critique and recommendations of policy, directives, manuals, orders, procedures and guidelines	Review, critique and recommendations of policy, directives, manuals, orders, procedures and guidelines	As directed by the COR
22	Ad Hoc Reporting	As directed by the COR. Will be funded as T&M or FFP under an optional CLIN. See section 4.8.2.	As directed by the COR
22	Monthly Firm Fixed Price Financial Report (Only Applies to CLINs Invoiced on a FFP Basis)	List of prime contractor (SP) employees and each subcontractor employee and their respective labor categories	Monthly



**Table A-8.2: SOP and Other Deliverables Matrix**

#	SOP Name	Description	Frequency
1	Incident Escalation / Operational Procedures	Internal and external routing of tickets among tier levels, EPA and other vendors	30 calendar days after effective date of the task order, annually or as requested by the COR
2	International Travel	Hardening, receiving requests, delivery, sanitization, re-imaging	60 calendar days after effective date of the task order
3	Ticket Handling / Lifecycle Operational Procedures	Ticket reporting and management	30 calendar days after effective date of the task order, annually or as requested by the COR
4	Quality Management	Ticketing and performance auditing processes, process validation and verification	60 calendar days after effective date of the task order
5	MACs	Moves, adds and changes. Includes provisioning, deprovisioning and sanitization	30 calendar days after effective date of the task order
6	Asset Management	Hardware, software and printer, lost/stolen/broken equipment	30 calendar days after effective date of the task order
7	Special Contingency Operations	COOP Plan to keep Service Desk Service Operational	90 calendar days after effective date of the task order
8	Training and Conference Room Support	Routine maintenance of training room and conference room support, maintenance and monitoring of compliance to software and patching updates.	90 calendar days after effective date of the task order
9	On-boarding and Off-boarding of Technicians	The SP shall provide an SOP for EZ TECH staff member that are provisioned or deprovisioned to ensure that all required security paperwork and training is completed.	90 calendar days after effective date of the task order
10	Image Build and Configuration and Maintenance	SOP for building, maintaining and deploying the EPA approved Operating System with pre-loaded Enterprise Applications to the EZ TECH Standard Operating Environment (SOE)	90 calendar days after effective date of the task order
11	Remote User Support	Guidance for the EZ TECH local desktop support staff to deliver a computer that will be used primarily offsite (outside the EPA domain). This procedure documents the proper setup of the standard EZ TECH computer and assures security and operating system updates automatically keep the system current while away from the EPA network. Additionally, this procedure will address EZ TECH support for the offsite user and any configuration adjustments to meet their offsite needs.	90 calendar days after effective date of the task order
12	Endpoint Compliance and Monitoring	Virus protection, SEP, patch management, vulnerability, risk assessment, penetration testing, access control auditing, performance management, FDCC/USGCB compliance	90 calendar days after effective date of the task order
13	Assistive Technologies Support	Describes how the SP will provide technical assistance to employees in the Assisted Technology Center including assisting employees with 508 compliant	60 calendar days after effective date of the task order





#	SOP Name	Description	Frequency
		software and hardware.	
14	Operational Plan	<ul style="list-style-type: none"> <li>General Service Desk Operations</li> <li>User Provisioning and Deprovisioning</li> <li>End User Computing Move/Add/Change (MAC) Support</li> <li>Incident Management</li> <li>Problem Management</li> <li>Request Fulfillment Management</li> <li>Event Management</li> <li>Performance Management</li> <li>Desktop and Configuration Management</li> <li>Knowledge Management</li> <li>Change Management</li> <li>Release and Deployment Management</li> <li>Asset Management</li> </ul>	Submitted by the SP as part of the technical quote and updated
15	Account Management	Instructions for Active Directory (AD) administrative tasks associated with provisioning and deprovisioning user accounts, and for managing Active Directory (AD) accounts without violating any security practices	30 calendar days after effective date of the task order
16	Configuration Management	SP shall provide a process for reporting and identifying configuration changes to the environment.	60 calendar days after effective date of the task order
17	Customer Communications	This document defines how SP will communicate information about the EZ TECH program including information about deployments, upgrades, changes, availability of services, and customer satisfaction.	60 calendar days after effective date of the task order
18	Reporting and Performance Monitoring	This document describes the reporting that is required and the procedures for Performance Monitoring for the EZ TECH task order	60 calendar days after effective date of the task order
19	Monitoring (Compliance and Remediation to EPA Standards)	Patch Compliance, Anti-Virus Definition Updates, USGCB Compliance	90 calendar days after effective date of the task order

Table A-8.3: Plan Deliverables and Associated Due Dates

	Section	Plan Deliverable	Deliverable Due Date
1	4.6.12	Quality Assurance/Quality Control Plan	Due with technical quote and update due 30 calendar days after award date of the task order
2	4.6.2	Phase-In Plan	Due 30 calendar days after award of the task order
3	4.6.1	Program Management Plan	Due 30 calendar days after award of the task order
4	4.6.10	Configuration Management Plan	Due with technical quote and update due 30 calendar days after award date of the task order
5	4.6.8	Security Plan	Due 60 calendar days after effective date of the task order
6	4.6.3	Phase-Out Plan	Due 30 calendar days after notification of task order end date
7	4.1.2	Phase-Out Joint Inventory Report	Due 60 calendar days prior to the end date of task order
8	4.6	Timeline of how patch compliance will be met	Within 30 day of task order award
9	3.2.12,	Service Improvement Plan	Bi-Annually



Environmental Protection Agency (EPA) Information Technology (IT)  
EZ Tech Services Statement of Work

	Section	Plan Deliverable	Deliverable Due Date
	4.6.11		
10	4.6.4	User Satisfaction Plan	Due 60 calendar days after effective date of the task order
11	4.6.5	Staffing Plan	Due 30 calendar days after task order award
12	4.6.9	Operational Level Agreements (OLAs)	Within 60 calendar days of task order award
13	Section 2	Recommendations to support EPA's strategic plan for IT	Upon Request
14	3.1.4	Service Catalog/Service Catalog Policy	Upon Request
15	1.5.3	Attendance at CAB	Attendance at CAB meetings by the task order Program Manager, Deputy Program Manager or other SP representative as approved or requested by the COR.



## A.9 Routing Matrix

Table A-9.1: Routing Matrix

Responsibilities \ Service Provider Responsibility are marked with an X. Items not flagged for SP are to be routed as indicated in Appendix A.23 and A24	Asset Tracking	Provisioning						Coordinate Deprovisioning	Service			
		Provision as EZ TECH Seat	Purchase as ODC	Order through eBusiness	Coordinate Provisioning with other Service Providers or Users	Install / Configure	Provide Basic Proficiency Training		Provide Full Support	Provide Basic Troubleshooting	Support Coordination with other Service Providers	Comprehensive Proficiency Training
Standard Configuration PCs	X	X				X	X	X	X			
Network Printing & Copying	X			X	X	X	X	X		X	X	
Non-Networked Printers	X	X		X		X		X		X		
Non-Networked Copiers and Fax Machines												
Peripherals (scanners, projectors, digital cameras)						X				X		
Blackberry				X		X	X			X	X	
Mobile Devices (Blackberrys, Smart Phones, Tablets)				X		X	X			X	X	
Telephones (VoIP, ISDN/analog)				X								
Conference Phones			X	X								
Video Conference Equipment				X	X						X	
Remote Access				X		X	X		X		X	
Scientific Computers, PCs used as laboratory instrument controllers and associated software *Included via exercising optional CLINs												
Enterprise Software		X				X	X	X	X		X	
Commercial of the Shelf Software			X			X				X	X	
EPA Developed Software						X		X		X	X	
Enterprise Accounts * Active Directory, Lotus Notes	X	X		X	X	X	X	X	X		X	



## **A.10 Standard Enterprise Devices**

- Standard Laptop Dell Latitude E6400Desktop
  - ♦ Intel Core duo 2.26 GHz 4 GB DDR RAM
  - ♦ 80GB 5400 RPM Hard Drive
  - ♦ Windows XP SP3
- Mobile Laptop (Dell Latitude E4300)
  - ♦ Intel Core duo 2.26 GHz
  - ♦ 4 GB DDR RAM
  - ♦ 80GB 5400 RPM Hard Drive
  - ♦ Windows XP SP3
- Standard Desktop (Dell Optiplex 755/760)
  - ♦ Pentium dual core 2.0 GHz
  - ♦ 4 GB DDR RAM
  - ♦ 80GB 5400 RPM Hard Drive
  - ♦ Windows XP SP3
- Specialty Desktop (Dell Precision T5400)
  - ♦ (2) Quad Core Xeon 2.66GHz
  - ♦ 4 GB DDR RAM
  - ♦ 500GB 5400 RPM Hard Drive
  - ♦ Windows XP SP3
- Panasonic Toughbook
  - ♦ AMD or Pentium Mobile CPU that is 2.4 GHz or better 8MB level 2 Cache 1066MHz or greater FSB.
  - ♦ Minimum of 2GB DDR RAM
  - ♦ Minimum of 160GB 5400 RPM Hard Drive
  - ♦ Windows XP
- Hewlett Packard Printers
  - ♦ HP 4730 & 4540 (MFP) network printer duplex
  - ♦ HP 4700 & 4520 Color network printer duplex
  - ♦ HP 4015 (Black & White) network printer duplex
  - ♦ HP 1505 & 1606 (local printer) non-network
- Tablet computers, Blackberries, Video Conferencing Units, RSA Tokens, network and local printers, scanners and other peripherals

The SP will be expected to also manage yet to be defined hardware that will be procured to refresh existing EPA hardware which will run the Windows 7 (or above) OS.

## **A.11 Standard Enterprise Software**

The EPA's software lifecycle contains five phases:

- Phase 1: New/Testing

This category applies to newly released software versions that have been identified as candidates for the EPA production environment.



- Phase 2: Production

This category applies to the most current software version or OS currently in the EPA production environment.

- Phase 3: Supported

This category applies to older software versions that are still in the EPA production environment, but are not the most current production version. Support for applications and OSs in this category will continue to be supported until 90 days after moving to End of Life phase.

- Phase 4: End of Life

This category applies to older software version that may or may not be in the EPA production environment, but are considered so old that they can no longer be supported. Applications and OSs in this category are typically no longer supported by the manufacturer, and will not be supported 90 days after entering this phase.

- Phase 5: Unsupported

This category applies to outdated software and OSs that are no longer supported. No EPA locations should be running such software in the production environment.

**Table A-11.1: Standard Enterprise Software**

Application	OS Supported	New Testing	Production	Supported	End of Life	Not Supported
Microsoft Windows Desktop OS	n/a		XP SP3 Win 7			XP SP2, 95, 98, NT4, 2000 SP4
Microsoft Windows Server OS	n/a		2008		2003R2	2000 SP4 NT4
Microsoft Office	WinXP Win7		2007		2003	XP
Microsoft Internet Explorer	WinXP	8.0	7.0			6.0 SP2
	Win7		8.0			
BeyondTrust Power Broker	WinXP Win7	5.0	4.8			Privilege Manager 4.1.4
BigFix			8.1.617	7.2.522		7.2.460
AdminStudio	WinXP Win7		10.0	9.5		
ActivClient	WinXP Win7		6.2			
Adobe Acrobat Reader	WinXP Win7		9.0			
WinZip	WinXP Win7	15.5	14.5			
Symantec End Point Protection (SEP)	WinXP Win7	12.1	11 11.05 11.06			10.1.6, 10.02, 9.01, 9.0, 8.01



*Environmental Protection Agency (EPA) Information Technology (IT)  
EZ Tech Services Statement of Work*

Application	OS Supported	New Testing	Production	Supported	End of Life	Not Supported
Symantec AntiVirus						10.1.6, 10.02, 9.02, 9.0/8.0/8.01
Symantec Backup Exec for Windows	Win2003		2010, 12.5			11 build 7170, 12, 9.1; 9.0, 10 build 5520
FutureSoft DynaComm	WinXP Win7		9.3			8.0.0.3, 7x
Bomgar	WinXP		10.3.6			
CheckPoint PointSec Media Encryption	WinXP		2.6.2			
Check Point PointSec for PC (Hard Drive Encryption)	WinXP		6.3.1			6.2, 6.13
Check Point Full Disk Encryption (FDE)	WinXP Win7	7.5	7.4HFA2			
F5	WinXP Win7		6.1			
Lotus Notes	WinXP Win7	7.5	8.55.2			
iNotes Ultralight*	WinXP Win7					
Juniper Networks Secure Access (SA) SSL VPN	WinXP Win7		2.1.1.1			

*\*Under consideration for inclusion as a future toolEPA Standard Enterprise Software by phase:*



## A.12 ORD Scientific Equipment Statistics

Table A-12.1: Scientific Equipment Statistics

SITE	EPA				NON				
	NETWORKED LAPTOPS	NETWORKED LAPTOPS	INACTIVE LAPTOPS		NETWORKED PCS	NETWORKED PCS	INACTIVE PCS		
ADA	30	10	2		17	90	23		
ATH	21	39	8		72	632	18	Justin Babendreler	553
CIN	17	34	20		48	215	48	Souhail Al-Abed	17
COR	15	29	29		64	49	65		
DUL	8	20	8		40	46	31		
EDI	9	0	1		15	3	18		
GBR	0	19	4		91	96	58	Dragoslav Marcovich	19 Susan Yee 38
GRI	5	9	0		16	6	9		
LAS	8	8	1		71	55	29		
NAR	22	14	12		53	22	28		
NEW	9	8	3		20	5	16		
RTP	25	88	29		388	451	286	Charles Hamm	14
WDC	10	25	47		19	14	17		
Total	179	303	164	0	914	1684	646		
NOTE: The counts reported under "PC CLUSTERS OVER 10" are included within the counts shown under "NON NETWORKED PCS"									





## A.13 ORD Scientific User Statistics

Table A-13.1: ORD Scientific User Statistics

Count of Employee Name ORD Site	Category			Grand Total
	Admin	Neither	Scientist*	
ADA, OK	6	3	50	59
ARLINGTON, VA	46	1	102	149
ATHENS, GA	14		48	62
ATLANTA, GA	1	1	4	6
BOSTON, MA	1		2	3
CAMBRIDGE, MD			2	2
CHICAGO, IL			1	1
CINCINNATI, OH	100	1	284	385
CORVALLIS, OR	13	1	54	68
DALLAS, TX			1	1
DECATUR			1	1
DENVER, CO	2		3	5
DULUTH, MN	12		78	90
EDISON, NJ	2		9	11
GROSSE ILE, MI			6	6
GULF BREEZE, FL	12		61	73
HAMPTON, VA			1	1
KANSAS CITY, KS			1	1
KEY WEST, FL	1			1
LAS VEGAS, NV	14	1	48	63
LOS ANGELES, CA			1	1
MEMPHIS, TN	1			1
NARRAGANSETT, RI	12		64	76
NEW ORLEANS, LA			1	1
NEW YORK, NEW YORK			1	1
NEWPORT, OR			18	18
OTHER	1	2	8	11
PHILADELPHIA, PA			3	3
PISCATAWAY, NJ			1	1
PITTSBURGH, PA			1	1
RTP, NC	157	3	547	707
SAINT PAUL, MN			1	1
SAN FRANCISCO, CA			1	1
SEATTLE, WA			1	1
SOUTH PASADENA, CA			1	1
STORRS			1	1
WASHINGTON, DC	152	2	116	270
Grand Total	547	15	1522	2084



## A.14 Working Capital Fund (WCF) Codes

Table A-14: Working Capital Fund (WCF) Codes

WCF Service Name	WCF Service Name
<u>Anytime Anyplace Access (AAA)</u>	<u>AA</u>
~ Annual Registration	<u>AC</u>
~ VPN Client Access	<u>AD</u>
~ iPass Connect	
<u>Call Center</u>	<u>CC</u>
<u>Webforms</u>	<u>DF</u>
<u>Electronic Mail Service</u>	<u>DG</u>
<u>Wireless Real Time Email Services</u> (Blackberry)	<u>DW</u>
<u>Geographic Tools: Enterprise License</u>	<u>EG</u>
<u>Correspondence Management System</u>	<u>EK</u>
Telephone Calling Card	<u>L4</u>
~ Maintenance (per month)	<u>LB</u>
~ Usage Charge (per minute)	
<u>Teleconferencing Audio Services</u>	<u>NA</u>
<u>Video TeleConferencing Services</u>	<u>NB</u>
Voice Processing Applications	<u>NC</u>
<u>Headquarters Cable and Satellite</u>	<u>TV</u>
HQ Shared Services	<u>WH</u>
HQ Dialtone and Voice Mail	<u>YA</u>
Cellular Services (Mobile Device)	<u>YC</u>
HQ Off-Premise Services	<u>YD</u>



## A.15 OTOP Normal Change Management Process Flow

### NORMAL CHANGE PROCESS FLOW

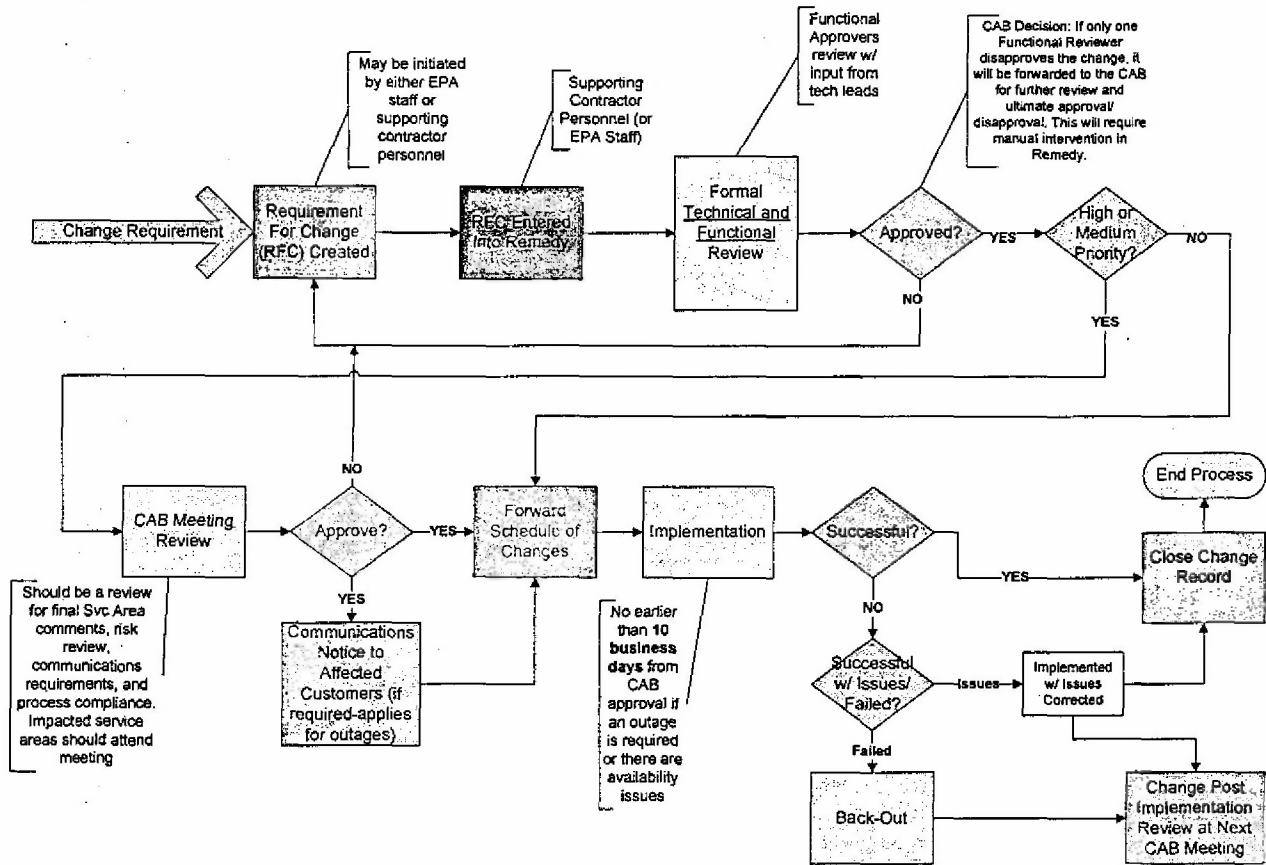


Figure A-15.1: Change Management Control Process Flow



## A.16 Customer Satisfaction Survey (Sample)

Problem Title:

Survey Questions	Ticket Summary
------------------	----------------

Please answer the following question so we can better serve you. Your problem resolution was:

**Do you agree that this problem has been resolved?**  
☐ Yes ☐ No

**Were you happy with the service provided?**  
☐ Yes ☐ No

**Please rate the following aspects of the service:**

**The technicians answering the help desk calls are courteous.**  
☐ Strongly agree ☐ Somewhat disagree  
☐ Somewhat agree ☐ Strongly disagree  
☐ Neither Agree/Disagree

**The technicians seemed knowledgeable when resolving problems.**  
☐ Strongly agree ☐ Somewhat disagree  
☐ Somewhat agree ☐ Strongly disagree  
☐ Neither Agree/Disagree

**I was satisfied with the response time of the service**  
☐ Strongly agree ☐ Somewhat disagree  
☐ Somewhat agree ☐ Strongly disagree  
☐ Neither Agree/Disagree

**I am satisfied with the overall desktop service that I receive.**  
☐ Strongly agree ☐ Somewhat disagree  
☐ Somewhat agree ☐ Strongly disagree  
☐ Neither Agree/Disagree

**Please type any other comments you have regarding the handling of your Technical Support incident.**  
P

Figure A-16.1: Sample Customer Satisfaction Survey



## A.17 Location Staffing Requirements

The SP shall maintain a ratio of at least 1 tier II technician, operating within the core business hours, per 150 users for locations with at least 150 users; for locations with less than 150 users, the SP shall provide a minimum of 2 on-site technicians operating within the core business hours.

**Table A-17.1: EPA Sites, Locations, and Users**

Name of Facility / Bldg	Address	City	State	Zip Code	Office	EZ TECH Physically Moves Equipment	Number of Users
<b>Total</b>							<b>12925</b>
<b>DC-VA-MD</b>							<b>7742</b>
Franklin Court*	1099 14th Street NW	Washington	DC	20460		No	20
Ariel Rios North*	1200 Pennsylvania Ave NW	Washington	DC	20004	OA, OAR, OCFO, OGC, OSWER, OARM	No	1298
Ariel Rios South*	1200 Pennsylvania Ave NW	Washington	DC	20460	OA, OECA, OECA-CID,	No	1031
EPA East*	1201 Constitution Ave NW	Washington	DC	20460	OCSPP, OA, OITA	No	1137
Ronald Reagan Building*	1300 Pennsylvania Ave NW	Washington	DC	20460	ORD, OITA, OCFO, OARM	No	1196
EPA West*	1301 Constitution Ave NW	Washington	DC	20004	OEI, OW, OSWER, OA	No	1231
1310 L Street*	1310 L Street NW	Washington	DC	20460	OAR, OARM	No	500
Colorado Building*	1341 G Street NW	Washington	DC	20460		No	18
Potomac Yard*	2777 S Crystal Drive	Arlington	VA	22202	OCSPP, OSWER, ORD	No	1276
Fort Meade	701 Mapes Road	Fort Meade	MD	20755	ORD	Yes	35
<b>NC</b>							<b>2330</b>
Human Studies Facility	104 Mason Farm Rd	Chapel Hill	NC	27514	ORD, OAM, OARM, OCFO, OA, OGC, OEI	Yes	47
EPA RTP Campus	109 T.W. Alexander Drive	Durham	NC	27711	ORD, OAM, OAR, OARM, OCFO, OA, OGC, OEI	Yes	2190
Reproductive Toxicology	2525 Highway 54	Durham	NC	27711	ORD, OAM, OARM, OCFO, OA, OGC, OEI	Yes	88



Name of Facility / Bldg	Address	City	State	Zip Code	Office	EZ TECH Physically Moves Equipment	Number of Users
<b>Total</b>							<b>12925</b>
Grand Slam	4930 Old Page Road	Durham	NC	27711	ORD, OAM, OARM, OCFO, OA, OGC, OEI	Yes	5
<b>OH</b>							<b>1038</b>
Testing and Evaluation Facility	1600 Gest Street	Cincinnati	OH	45203		Yes	25
AWBERC	26 W Martin Luther King Dr	Cincinnati	OH	45268	OARM, OCFO, OA, OGC, OEI, OSWER, OW, ORD	Yes	860
Norwood	Cincinnati	Cincinnati	OH	45268		Yes	117
Center Hill	5995 Center Hill Drive	Cincinnati	OH	45225		Yes	36
<b>MI</b>							<b>497</b>
NVFEL	2565 Plymouth Road	Ann Arbor	MI	48105	OAR	Yes	474
Large Lakes & Rivers	9311 Groh Road	Grosse Ile	MI	48138	ORD	Yes	23
<b>OR</b>							<b>182</b>
Western Ecology Division	200 SW 35th Street	Corvallis	OR	97333	ORD	Yes	144
Newport Office	2111 SE Marine Science Dr	Newport	OR	97365	ORD	Yes	38
<b>NV</b>							<b>225</b>
La Plaza	4220 S. Maryland Parkway	Las Vegas	NV	89119	OSWER	Yes	13
CHL and Radon Lab Las Vegas Facility Emergency Response / Decon team	944 E Harmon Ave	Las Vegas	NV	89119	ORD, OAR, OARM, OCFO, OEI, OSWER	Yes	225
<b>MN</b>							<b>140</b>
Mid-Continent Ecology Division	6201 Congdon Blvd	Duluth	MN	55807	ORD	Yes	140
<b>OK</b>							<b>123</b>



Environmental Protection Agency (EPA) Information Technology (IT)  
EZ Tech Services Statement of Work

Name of Facility / Bldg	Address	City	State	Zip Code	Office	EZ TECH Physically Moves Equipment	Number of Users
<b>Total</b>							<b>12925</b>
Robert S. Kerr Env Res Center	919 Kerr Research Drive	Ada	OK	74820	ORD	Yes	123
<b>GA</b>							<b>130</b>
Ecosystems Research Division	960 College Station Road	Athens	GA	30605	ORD	Yes	130
<b>FL</b>							<b>121</b>
Gulf Ecology Division	1 Sabine Island Drive	Gulf Breeze	FL	32561	ORD	Yes	121
<b>RI</b>							<b>112</b>
Atlantic Ecology Division	27 Tarzwell Dr	Narragansett	RI	2882	ORD	Yes	112
<b>AL</b>							<b>53</b>
NARLE/Bldg 1540	540 S Morris Ave	Montgomery	AL	36115	OAR	Yes	53
<b>NJ</b>							<b>37</b>
UWMB, WSWRD, NRMRL	2890 Woodbridge Avenue	Edison	NJ	8837	ORD, OSWER, OEI	Yes	37
<b>CO</b>							<b>173</b>
NEIC- Denver	Building 25, Denver Federal Ctr	Denver	CO	80225	OECA	Yes	173
<b>MS</b>							<b>22</b>
Stennis Space Center	EPA/Gulf of Mexico Program, Bldg. 1100	Mississippi	MS	39529	OW, OCSPP	Yes	48

\* Denotes HQ Locations

Table A-17.2: OECA Remote Locations, and Users

Office	Mailing Address	City, ST Zip	Count
0100	5 Post Office Square, Suite 100, 15th Floor	Boston, MA 02109-3912	11
0101	150 Court St, Room 654	New Haven, CT 06510-2022	3
0200	290 Broadway (2C100), Room 1551	New York, NY 10007-1866	8
0202	441 S. Salina St. - 6th Floor	Syracuse, NY 1320	5
0203	2890 Woodbridge Avenue, Building 238	Edison, NJ 08837	8





Office	Mailing Address	City, ST Zip	Count
0204	CEPD Centro Europa Building, Suite 417; 1492 Ponce De Leon Avenue	San Juan, PR 00907-4127	2
0300	1650 Arch Street (3CE00)	Philadelphia, PA 19103-2029	11
0303	2733 S. Crystal Drive, Room N-4357	Arlington, VA 22202	3
0304	701 Mapes Road, Room E-227; Environmental Science Center	Fort George G. Meade, MD 20755-5350	2
0305	300 Virginia Street, Room 4000	Charleston, WV 25301	2
0400	61 Forsyth Street, Suite 16T90	Atlanta, GA 30303	15
0403	801 Broadway, Suite 312	Nashville, TN 37203	2
0406	3044 Bardslown Road, #249	Louisville, KY 40205-3020	2
0408	6324 Fairview Road, Suite 525	Charlotte, NC 28210	2
0409	408 N. Cedar Bluff Road, Suite 202	Knoxville, TN 37923	2
0411	One Sabine Island Drive	Gulf Breeze, FL 32561	3
0412	909 SE First Avenue, Suite 700	Miami, FL 33131	3
0413	2203 N. Lois Avenue, Suite 815	Tampa, FL 33607	2
0500	300 South Riverside Plaza, Room 1970 South	Chicago, IL 60606	12
0503	300 South 4th Street, Room 1016	Minneapolis, MN 55415	2
0504	10 West Market Street, Suite 2030	Indianapolis, IN 46204	3
0505	7550 Lucerne Drive, Suite 305; Islander Office Park, Building One	Middleburg Heights, OH 44130	6
0506	9311 Groh Road, Room 216	Grosse Ile, MI 48138	4
0600	1445 Ross Avenue (6CID), Suite 1200	Dallas TX 75202-2733	11
0605	6100 Corporate Boulevard, Suite 350	Baton Rouge, LA 70808	6
0606	1919 Smith Street, Suite 925	Houston, TX 77002-8049	6
0700	901 North 5th Street, Room 2284	Kansas City, KS 66101-2400	13
0701	1222 Spruce Street, Room 2.102G	St. Louis, MO 63103	3
0800	1595 Wynkoop Street	Denver, CO 80202-1129	10
0801	10 W. 15th Street, Suite 2500	Helena, MT 59626	2
0802	25 South State Street, Room 8002	Salt Lake City, UT	2
0900	75 Hawthorne Street 7th Floor	San Francisco, CA 94105-3901	11
0904	501 "I" Street, Suite 9-800	Sacramento, CA 95814	2
0905	300 Ala Moana, Suite 7-235	Honolulu, HI 96850	3
0906	600 Wilshire Boulevard, Suite 900	Los Angeles, CA 90017-3212	6
0907	401 W. Washington St., SPC #9, Suite 415	Phoenix, AZ 85003	3



Environmental Protection Agency (EPA) Information Technology (IT)  
EZ Tech Services Statement of Work

Office	Mailing Address	City, ST Zip	Count
0908	610 W. Ash Street, Suite 703	San Diego, CA 92101	3
1000	1200 Sixth Avenue, Suite 900	Seattle, WA 98101-9797	10
1001	805 SW Broadway, Suite 620	Portland, OR 97204	4
1002	222 West 7th Avenue, Suite 524	Anchorage, AK 99513-7588	4
1002	800 Park Boulevard, Suite 600	Boise, Idaho 83712	2
<b>HQ OFFICES at 1200 Pennsylvania Ave, NW; Ariel Rios South; Washington, DC</b>			
LCD-HQ	1200 Pennsylvania Ave, NW; ARS 1202	Washington, DC 20004	14
OCEFT-IO	1200 Pennsylvania Ave, NW; ARS 1211	Washington, DC 20004	9
CSEE	1200 Pennsylvania Ave, NW; ARS 1212	Washington, DC 20004	3
RMS-HQ	1200 Pennsylvania Ave, NW; ARS 1222	Washington, DC 20004	9
CID-HQ	1200 Pennsylvania Ave, NW; ARS 1228	Washington, DC 20004	11
PAC	1200 Pennsylvania Ave, NW; ARS 2232	Washington, DC 20004	8
PIQA	1200 Pennsylvania Ave, NW; ARS 3151C	Washington, DC 20004	4
FOP-HQ	1200 Pennsylvania Ave, NW; ARS 4226	Washington, DC 20004	6
PSD	1200 Pennsylvania Ave, NW; ARS 6039	Washington, DC 20004	8
OPS	1200 Pennsylvania Ave, NW; ARS 6202	Washington, DC 20004	9
			81
<b>HQ OFFICES co-located with NEIC at Denver Federal Center, Building 25 ,Entrance E3; Denver, CO</b>			
PAC-NEIC	Denver Federal Center, Building 25 ,Entrance E3	Denver, CO 80225	1
RMS-NEIC	Denver Federal Center, Building 25 ,Entrance E3	Denver, CO 80225	7
FOP-NEIC	Denver Federal Center, Building 25 ,Entrance E3	Denver, CO 80225	6
LCD-NEIC	Denver Federal Center, Building 25 ,Entrance E3	Denver, CO 80225	4
OPS-NEIC	Denver Federal Center, Building 25 ,Entrance E3	Denver, CO 80225	1
			19
<b>HQ OFFICES located at various locations across the country</b>			
FOP-RTP	109 T. W. Alexander Drive	Research Triangle Park, NC 27711	1
NSSF	2180 Perry Lane Road Suite 105	Brunswick, GA 3152	2
FLETC	1131 Chapel Crossing Road	Glynco, GA 31524	4
NCFL	Prudential Building, West Tower; 701 San Marco Boulevard, Suite 7-West	Jacksonville, FL 32207	8

Environmental Protection Agency (EPA) Information Technology (IT)  
EZ Tech Services Statement of Work



Office	Mailing Address	City, ST Zip	Count
CSEE-FL	400 N. Congress Ave. Suite 120	West Palm Beach, FL 33401	1
LCD-FL	US Attorney's Office	Miami, FL	1
			17



**Table A-17.3: EZ TECH Regional Sites and Counts**

Region	Number of Users	Users by Location	EZ TECH Physically Moves Equipment
Reg 1	777	Boston - 685 N. Chelmsford - 92	YES
Reg 2	1083	New York, NY - 769 Edison, NJ - 240 San Juan, PR - 61 St. Thomas, VI - 2 Stamford, CT - 5 Buffalo, NY - 3 Hudson R. - 3	YES
Reg 3	1194	Phila-1061 Wheeling-25 Annapolis-21 Fort Meade -87	YES
Reg 4	1197	ATL 1078 Athens 119	YES
Reg 5	1350	Chicago - 1269 Westlake, OH - 23 Grosse Ile, MI - 15 Chicago Laboratory - 41 Willowbrook, IL - 2	YES
Reg 6	1084	Dallas-999 Houston-69 BatonRouge-7 ElPaso-5 Tulsa-2 NewOrleans-1 OtherOffsite-1	YES
Reg 7	733	Kansas City (RO)-662 KC Lab (STC)-54 KC COOP (TLC)-3 Fenton, MO-6 Des Moines, IA-3 St. Louis, MO-2 Galena, KS-1 Iowa City, IA-1 Lincoln, NE-1	YES
Reg 8	807	Denver - 717 Montana - 47 Golden Lab - 43	YES



Region	Number of Users	Users by Location	EZ TECH Physically Moves Equipment
Reg 9	1034	Los Angeles = 23 San Francisco = 938 Richmond Lab = 47 Arizona = 7 San Diego = 6 Placebased = 7 Hawaii = 6	YES
Reg 10	643	Seattle=511 Alaska=36 Idaho=25 Lacey=12 Hanford=23 Manchester= 9 Oregon=27	YES

#### **A.18 Current EPA EZ TECH Tools**

- BMC– Remedy
- IBM Tivoli Endpoint Manager (TEM)
  - ♦ Symantec Endpoint Virus Protection
    - IBM Tivoli EndPoint Management
    - Patch Management
    - Power Management
    - Software Asset Management
    - OS Deployment
    - Compliance Management
  - ♦ Beyond Trust Powerbroker
  - ♦ Checkpoint Full Disk Encryption
  - ♦ Boxtone – Mobile Device Management
  - ♦ Bomgar Remote Assistance
- Flexera AdminStudio
  - EchoPass
  - Absolute Computrace
  - BoxTone for Blackberry Support
  - Bomgar Remote Assistance
  - Flexera AdminStudio
  - eBusiness
  - EPA Automated System Security Evaluation and Remediation Tracking (ASSERT)

#### **A.19 Parts Inventory Items**

Inventory Items to include but not limited to:



- Computers (laptop/desktop).
- Computer parts.
- Monitor.
- Mouse.
- Keyboard.
- laptop power adapter.
- Adaptive equipment.

## A.20 Service Level Agreements

*Table A-20.1: Service Level Agreements*

	SLA ID	Metric	Performance Standard	Surveillance Method
Service Request Interface (BMC - Remedy)	1	Average Speed to Answer Phone	80% within 30 seconds	Random sampling of BMC - Remedy - may include independent validation of data
	2	Average Time to contact end-user to begin resolution for emails, voice mails and web interface customers	80% within 15 minutes	Random sampling of BMC - Remedy - may include independent validation of data
	5	Average Abandoned Rate of call queue	7%	Random sampling of BMC - Remedy - may include independent validation of data
	6	First- Contact Resolution	65%	Random sampling of BMC - Remedy with independent validation of data
Asset Management (Section 2.1.2)	7	% of assets (hardware) accurately identified in tracking system	98%	Cross reference random sample of assets with tracking system; cross reference random sample of tracking system with assets
Security (Section 2.1.3)	8	% of systems that are patched by CSIRC required date	95%	Patch reports cross-referenced against CSIRC notifications
	9	% of systems that have latest virus definition files within 2 days of notification	95%	Virus Definition reports cross-referenced against Virus distribution group notification
Customer Satisfaction	10	% of customer satisfaction surveys rated at an average overall score of 4.0 or higher (scale of 0 - 5 with 5 being highest)	95%	Random sampling of survey with independent validation
Projects	11	% of projects are on or ahead of schedule.	90%	For a random periodic sample of all "in progress and completed" projects to be performed once every 6 months, the percentage of on schedule projects is determined by number of projects on schedule/total number of in progress projects.
Priority Level SLA	12	% of Incident Tickets resolved by Priority Level 1 time frames as listed in the SOW.	95%	
	13	% of Incident Tickets resolved by Priority Level 2 time frames as listed in the SOW.	90%	



	SLA ID	Metric	Performance Standard	Surveillance Method
	14	% of Incident Tickets resolved by Priority Level 3 time frames as listed in the SOW.	90%	
	15	% of Change Request Tickets resolved by Priority Level 4 time frames as listed in the SOW.	95%	
		% of tickets resolved within 48hrs of submission date	95%	Random sampling of BMC - Remedy with independent validation of data

## A.21 Key Personnel

### A.21.1 Experience Required For Key Personnel

The SP shall be responsible for ensuring that all employees, including all subcontractors, consultants, etc. take all EPA-mandated training within the time period specified by EPA. SPs shall certify, when requested, as to their employees' completion of any of the required training. This certification shall be in the format specified by EPA at the time of the training request.

#### **Task Order Manager:**

The Program Manager (PM) shall be the SP's overall manager and coordinator for all tasks, activities, issues, and contractual obligations relating to each task order. The PM shall also be the SP's single point of contact for the Government to communicate, clarify, and resolve contractual issues, and to escalate problems and issues relating to SP's performance.

**Function:** The PM's functions and responsibilities include elements such as: resource allocation, management oversight, and providing high level management operations expertise. The PM frequently provides subject matter or functional area expertise for management tasks in addition to fulfilling management responsibilities. This individual will direct, plan, organize, control and manage the project/program to ensure that all contractual obligations are fulfilled in an efficient and timely manner. He/she is assigned to complex programs involving multiple tasks, multiple performing organizations, and complex responsibilities. In addition, he/she supervises project leaders, consultants and analysts, mentors consultants and analysts, and brings knowledge, coordination, and expertise to all projects. This individual serves as the primary liaison to the Government for the SP.

**Education:** A bachelor's degree from an accredited college or university. A trade off of years of experience for a bachelor's degree would be 10 years experience.

**Additional Requirements:** Certified Project Management Professional (PMP) through Project Management Institute prior to the due date of the RFQ. Certification number required.





**General Experience:** A minimum of 10 years of experience managing large projects with organizational complexity

**Specific Experience:** A minimum of 3 years managing contracts similar in size and scope to this SOW.

***Business Manager:***

The Business Manager shall have the overall responsibility for financial and administrative operation of all task orders including planning, directing, and coordinating of the task orders and overall BPA administration. Major duties include management of, and reporting on financial transactions and their compliance with the company's policies as well as the contractor's GSA contract and the specifics of the task order(s). In addition, this individual will be responsible for planning for the most efficient use of materials and human resources along with strategic budgeting and cash flow planning. When a new task order is awarded, this individual will support the PM to develop implement accounting and internal control systems for the specific order.

**Function:** The Business Manager's functions and responsibilities include: planning, directing, and coordinating of all work awarded under the BPA; developing policies and managing the daily operations of the task orders, including the planning for the most efficient use of materials and human resources; providing and interpreting financial information; monitoring performance and efficiency; conducting reviews and evaluations for cost-reduction opportunities; keeping accounting records current and reportable; producing the monthly financial statements and other financial reports as required; and asset management. This individual should be responsible for purchasing, personnel and administrative services required for this requirement, including budget forecasting and control. The Business Manager will be held accountable for the accuracy of all reporting for this requirement, provide training to staff on finance when necessary and shall work closely with the PM in financial matters.

**Education:** Bachelor degree in accounting or finance related area.

**Additional Requirements:** None.

**General Experience:** A minimum of 10 years of experience managing large projects with organizational complexity.

**Specific Experience:** A minimum of 3 years managing financial and contractual matters for contracts similar in size and scope to this SOW.

***Chief Technology Manager:***

The Chief Technology Manager will provide technology vision and leadership in the development and implementation of the awarded task orders under the BPA. This individual will lead the contractor in planning and implementing enterprise information systems to support both distributed and centralized business operations and achieve more effective and cost beneficial enterprise-wide IT operations.



**Function:** This individual will provide strategic and tactical planning, development, evaluation, and coordination of the information and technology required for the overall success of each task order. Responsibilities include the ability to facilitate communication between staff, management, vendors, and other technology resources within the organization; management of multiple information and communications systems and projects, including voice, data, imaging, and office automation; develop and implement user-training programs; oversee and evaluate system security and back up procedures. This individual should have experience in design, acquisition and deployment of information technology infrastructure. The experience should encompass management of infrastructure, database, communication, security and networks.

**Education:** Bachelor's degree in Computer Science, Business Administration or a related field or equivalent experience. A Master's degree in Higher Education Administration, Computer Science, or Business Administration, or related field is highly desirable.

**Additional Requirements:** Comprehensive knowledge of data processing methods and procedures, and computer software systems design and development process, including requirements analysis, feasibility studies, software design, programming, pilot testing, installation, evaluation and operational management, business process analysis and redesign, and/or design, management, and operation of managed IT systems.

**General Experience:** Minimum of 5 years of experience with increasing responsibilities for management and support of information systems and information technology.

**Specific Experience:** A minimum 3 years of direct management of a major IT operation.

### ***Directory SME***

**Function:** Directory support staff will provide support services for an online directory services using relational database technology to include Active Directory (AD), Novell e-Directory, Oracle Internet Directory (OID), Identity and Access Management (IAM), and Public Key Infrastructure (PKI). Having demonstrated experience in the full life cycle of COTS directory support including schema extensions to support development and infrastructure design, implementation and support.

- Experience writing documentation that is clear and concise for both the system user and system developer. Also, experience with providing training and 2<sup>nd</sup> and third level support. Experience in applying section 508 standards within software applications.
- Experience using ASSERT or equivalent, the tool which supports NIST requirements for reporting under Federal Information Security Management Act (FISMA), and which aids in implementing system compliant security.
- Experience in developing and supporting a system security plan in accordance with Federal Government guidelines (FISMA, NIST).



- Minimum 3 years Identity Management experience in system development, performance optimization and data modeling to include:
- Proficiency with design/implementation in an overall IAM solution to include integration with HSPD-12 smart card and Lightweight Directory Access Protocol(LDAP) including migration that aligns with IAM
- Proficiency in maintaining and supporting the production AD infrastructure.
- Proficiency in maintaining and supporting the production OID infrastructure.
- EPA Security Identity Management (SIM) tree migration to end of life.
- Proficiency in Public Key Infrastructure (PKI) support and maintenance.
- Directory Administrator: Minimum 7 years of experience.

**Education:** Bachelor degree in technical discipline. A trade off of years of experience for a bachelor's degree would be 10 years experience.

**Additional Requirements:** None

**General Experience:** A minimum of 10 years of experience managing large projects with organizational complexity.

**Specific Experience:** A minimum of 3 years managing directory infrastructures similar in size and scope to this SOW.

#### ***Desktop Application SME***

**Function:** Enterprise Desktop application support staff/administrators must have a minimum of 5 years of experience with all aspect of desktop technologies, server logs, software license management, software upgrades/testing/debugging and implementation guidance. Should be fully knowledgeable on how to write and maintain Standard Configuration Documents (SCD) and white papers related to each of the EPA standard desktop applications.

**Education:** A Bachelor's degree is not required but recommended.

**Additional Requirements:** None

**General Experience:** Enterprise Desktop OS support staff/administrators must have a minimum of 5 years of experience in developing and deploying Enterprise level approved desktop OS's and desktop applications, using enterprise tools such as TEM, Patchlink, or Zenworks.

**Specific Experience:** Desktop Support Technician must have a minimum of 7 years of experience installing, testing, troubleshooting, de-installing, maintaining, and supporting computer software, hardware, networked and standalone computer desktops, and computer hardware peripherals (e.g., scanners, printers, PDAs, external storage devices.).

#### ***Technology Refresh Manager:***

**Function:** The Technology Refresh Manager shall be responsible for defining and implementing the refresh strategy/plan. This plan shall include upgrading approximately 25 - 50% of the environment each year. The Technology Refresh Manager shall also coordinate the provisioning and deprovisioning of equipment for customers, as well as supervise tracking of hardware in all systems.

**Education:** A Bachelor's degree is not required but recommended.



**Additional Requirements:** None

**General Experience:** A minimum of 5 years experience involved in projects of the magnitude and scope.

**Specific Experience:** None

### ***Communications Support/ Technical Writer***

**Function:** Communications Support/Technical Writer shall prepare and disseminate communications (emails, memos, briefing packages) This person will also be responsible for drafting and recommending communications to customers as needed. Also the communications Support Technical Writer shall create FAQ sheets and self help documentation for the web.

**Education:** A Bachelor's degree is not required but recommended.

**Additional Requirements:** None

**General Experience:** Communications Support Staff must have good written and oral communication skills and have 3 years experience with organizing special events, such as technical conferences and trade shows.

**Specific Experience:** None

### ***Senior Security Engineer***

The senior security engineer is responsible for all technical security aspects of this task order, including coordination with other task orders and contracts with security requirements and/or implications. Professional certification(s), such as Certified Information Systems Security Professional (CISSP) and Cisco Certified Security Professional (CCSP), are highly desirable. The senior security engineer must have a four year degree or equivalent work experience, and at least 10 years work experience.

### ***Service Desk Manager***

The Service Desk Manager has overall responsibility for managing the performance of services to clients and ensuring that service levels are achieved in line with the task order and to ensuring customer expectations are met or exceeded.

**Experience:** Requires five or more years of related technical and managerial experience in a help desk environment supporting Desktop, Wide Area Network, and/or Local Area Network equipment.

### ***Asset Manager***

The Asset Manager is responsible for overseeing the daily and long term strategy for management of EPA's hardware. This includes planning, monitoring, establishing and following procedures, and recording asset information to ensure compliance with the task order.



### ***Deputy Task Order Manager***

The Deputy Program Manager (DPM) shall support the SP's overall manager and assist in the coordinator of tasks, activities, issues, and contractual obligations relating to each task order.

**Function:** The DPM's functions and responsibilities include supporting the SP's Program Manager in: resource allocation, management oversight, and providing high level management operations expertise.

**Education:** A bachelor's degree from an accredited college or university.

**Additional Requirements:** Certified Project Management Professional (PMP) through Project Management Institute prior to the due date of the RFQ. Certification number required.

**General Experience:** A minimum of 5 years of experience managing large projects with organizational complexity

**Specific Experience:** A minimum of 1 years managing contracts similar in size and scope to this SOW.

### ***Service Delivery / Workload Manager(s)***

The Service Delivery / Workload Managers are responsible for ensuring timely and accurate implementation of daily service tasks and functions.

**Function:** Manage daily support services, assignments and workloads for a specified coverage area

**Education:** A bachelor's degree from an accredited college or university.

**Optional Requirement:** Certified Project Management Professional (PMP) through Project Management Institute.

**General Experience:** A minimum of 5 years of general experience. Certification as an SDK Help Desk agent is considered optional. Legacy knowledge of EPA's environment is considered important.

**Specific Experience:** A minimum of 1 year working on contracts similar in size and scope to this SOW.

### ***Systems Engineering Manager***

The system engineer manager has overall responsibility for provision of all systems engineering processes, as well as the specification of the supporting infrastructure and manages the systems engineering group. Responsible for the requirements, architecture and design of IT systems.

**Experience:** Requires seven years of overall experience including five years of management experience and maintains a strong background in designing software

**Education:** Bachelors degree in computer science, mathematics, the sciences, engineering, or other related technical fields.

### ***Quality Assurance Manager***

The quality assurance manager establishes and maintains a process for evaluating and assessing deliverables, work products, and software and associated



documentation. Maintains a high level of quality throughout the project life cycle. Conducts formal and informal reviews at pre-determined points throughout the project, and determines resources required for quality control. Provides daily supervision and direction to support staff.

**Experience:** Requires six years of overall experience including three years of specialized quality assurance experience. Maintains a strong background in configuration management, verification and validation, software quality assessment, and has working knowledge of the ITIL framework.

**Education:** Bachelors degree in computer science, information systems, engineering, business, or other related discipline.



## A.22 Support Breakout

Table A-22.1: Support Breakout

EZ TECH							
Service Segment	Section Number	Major Section	Subsection	Fixed Price	Time & Materials	Optional CLIN	Special Project
Provide Training and Conference Room Support	1.5.5	Organizational Development	Training and Conference Room Support	X			
Provide full ticket life cycle support	3.2.1	General Service Desk Operations	Ticket Lifecycle	X			
Provide Hardware Sanitation	3.2.5	User Provisioning and Deprovisioning	Hardware Sanitation	X			
Tier 1-3 Support (including remote users)	3.2.1	General Service Desk Operations		X			
Tier 2/3 Active Directory administration	3.2.12	Desktop and Configuration Management	IT Administration - Active Directory Administration	X			
Lotus Notes/Domino Registration Support	3.2.12	Desktop and Configuration Management	Lotus Notes/Domino Registration Authority Administrator Tasks	X			
Executive level support	3.2.1	General Service Desk Operations		X			
Support for existing standard hardware/software	3.2.12	Desktop and Configuration Management	Desktop and Configuration Management, Flexera AdminStudio	X			
Support for non-standard hardware/software	3.2.12	Desktop and Configuration Management	Desktop and Configuration Management	X			
Technical support and coordination of hardware/software deployments	3.2.12	Desktop and Configuration Management	Automated Software Deployments	X			
Support/training to users requiring Assistive Technology support	2.1.6, 3.2.12	Desktop and Configuration Management	Assistive Technology Support	X			
Support for overall security functions	3.1.1	Service Design	Information Security Management	X			
Access control auditing of EPA systems and accounts	3.1.1	Service Design	Information Security Management	X			





EZ TECH							
Service Segment	Section Number	Major Section	Subsection	Fixed Price	Time & Materials	Optional CLIN	Special Project
Request fulfillment management	3.2.1	General Service Desk Operations	Request Fulfillment Management	X			
Support and configuration of laptops used for International travel	3.2.2	User Types	International Travel Users	X			
Support for user provisioning and deprovisioning	3.2.5	User Provisioning and Deprovisioning		X			
Account management services	3.2.5	User Provisioning and Deprovisioning	Accounts	X			
Support for managing software installations and configuration	3.2.5	User Provisioning and Deprovisioning	Software	X			
Support for coordinating, initiating, scheduling, preparation, and implementation for MACs	3.2.6	End User Computing Move/Add/Change (MAC)	Coordination, Initiating, Scheduling, and Preparing	X			
Desk-side orientation/basic proficiency training	3.2.6	End User Computing Move/Add/Change (MAC)	MAC Implementation	X			
Incident Management Support	3.2.7	Incident Management	General Incident and Request Management Support	X			
Incident Classification Support	3.2.7	Incident Management	Incident Management	X			
Incident Analysis and Process Improvement Consulting	3.2.7	Incident Management	Incident Analysis Process Improvement	X			
Problem Management Support	3.2.8	Problem Management		X			
Request Fulfillment Management	3.2.9	Request Fulfillment Management		X			
Event Management Support	3.2.10	Event Management		X			
Performance Management including Logging	3.2.11	Performance Management		X			
Proactive Monitoring Support	3.2.11	Performance Management	Preventative Maintenance	X			
Print Management Support	3.2.12	Desktop and Configuration Management	Print Management (Local and Network)	X			
Desktop Management Support	3.2.12	Desktop and Configuration Management	Desktop Management	X			



EZ TECH							
Service Segment	Section Number	Major Section	Subsection	Fixed Price	Time & Materials	Optional CLIN	Special Project
Manage Endpoint Virus/Firewall Protection	3.2.12	Desktop and Configuration Management	Symantec Endpoint Virus Protection	X			
Provide reporting on hardware/software inventory, compliance, power management, and support asset management/inventorying	3.2.12	Desktop and Configuration Management	IBM Tivoli Endpoint Manager (TEM) - Enterprise Suite, Power Management, Compliance Management, Asset Discovery	X			
Software Image Management Support	3.2.12	Desktop and Configuration Management	Image Management, Beyond Trust Powerbroker, Absolute Computrace, Checkpoint Full Disk Encryption, Base Image Software, Allowed Software, Prohibited Software	X			
Software Patch Management Support	3.2.12	Desktop and Configuration Management	Patch Management	X			
Provide BoxTone support for Blackberry users	3.2.12	Desktop and Configuration Management	BoxTone for Blackberry Support	X			
Provide maintenance of spare peripherals provided by the EPA and hot spares	3.2.12	Desktop and Configuration Management	Hardware	X			
Hardware Configuration support	3.2.12	Desktop and Configuration Management	Hardware Configuration	X			
Software Configuration Management	3.2.12	Desktop and Configuration Management	Software Configuration management	X			
Creation and maintenance of a Library of Documentation	3.2.12	Desktop and Configuration Management	Library of Documentation	X			
Support of the APA Enterprise Service Desk Resolution Knowledge Base	3.2.13	Knowledge Management		X			
Change Management Support, including participation in the CAB	3.2.14	Change Management		X			
Provide Release and Deployment Management	3.2.15	Release and Deployment Management		X			



EZ TECH							
Service Segment	Section Number	Major Section	Subsection	Fixed Price	Time & Materials	Optional CLIN	Special Project
Support monitoring eBusiness for new/updated MAX requests	3.2.16	Asset Management	eBusiness	X			
Provide QA support for Asset Management	3.2.16	Asset Management	Quality Assurance for Asset Management	X			
Provide Support to the EPA for annual asset inventory	3.2.16	Asset Management	Annual Inventory Lead by EPA (OARM)	X			
Phase In / Phase Out transition support	4.1	Service Provider Transition	Phase In, Phase Out	X			
Provide Draft Communications on services	4.2	Communications		X			
Coordination Support between EZ TECH and other IT SPs	4.3	Coordination		X			
Development of Service Plans, and SOPs	4.6, A-8	Management Plans and Procedures and Organization		X			
Provide service quality control	4.7	Quality Management		X			
Provide regular status meetings and briefings and their resulting minutes	4.8	Meetings		X			
Provide regular reporting activities	4.9	Reporting		X			
Provide Capacity and Workforce Planning Analysis	4.1	Capacity, Workforce and Workspace Changes		X			
Provide deliverables tracking in the STAR database system	4.12, 4.13	Deliverables Management, Documentation		X			
Tier 4 Support (including remote users)	3.2.1	General Service Desk Operations		N/A	N/A	N/A	N/A
Provide after hour support for emergencies	1.7.3	Support Levels	Emergency Support		X	X	
Provide support for high computing/scientific users	1.7.2	User Types	High Computing Users		X	X	
Provide support for computers connected to lab equipment	1.7.2	User Types	Computers Connected to Lab Equipment		X	X	



EZ TECH							
Service Segment	Section Number	Major Section	Subsection	Fixed Price	Time & Materials	Optional CLIN	Special Project
Support for Isolated CBI Systems	3.2.12	Desktop and Configuration Management	Isolated CBI System Support		X	X	
Provide Support for Future Projects and Services as requested	4.11	Future Projects and Services				X	X
Support for MAC bulk moves	3.2.6	End User Computing Move/Add/Change (MAC)	MAC Bulk Moves (Special Project)			X	X
Software testing for large scale deployments (>20 users)	3.2.12	Desktop and Configuration Management	Software Distribution			X	X
Consulting support for process improvement in EPA's end user computing environment	3.2.12	Desktop and Configuration Management	Automation Tools and Methods			X	X
Develop a technology refresh plan and see it through implementation	3.2.12	Desktop and Configuration Management	Development and Technology Refresh Strategy			X	X
Provide support for any and all potential surges	4.4.6	Surge Support				X	X
Provide consulting on new technologies/approaches to EPA to improve value or service	4.5, 4.6.11	Continuous Service Improvements, Service Improvement Plan				X	X
Ad Hoc Reporting	4.8.2	Ad Hoc Reporting				X	X



## A.23 Other Service Providers

Table A-23.1: Other Service Providers

Item	Role	Contact	Telephone	Email
EPA Call Center				epacallcenter@epa.gov
ORD HELPDESK			866-673-2221	ord-help@epa.gov
Ann Arbor Legacy Support				aahepline@epa.gov
Stennis Space Center Legacy Support	primary	Shaun Ramsay and Ben Poolson		ramsay.shaun@epa.gov and poolson.ben@epa.gov
Montgomery Legacy Support		MTG IT distribution list in Domino		
Las Vegas (non-ORD) Legacy Support				ipc-it@epa.gov
IRMD Support in RTP				IRMD_Support@epa.gov
OPP Helpdesk				help-desk_opp@epa.gov
RTP OAR/OAQPS Legacy Support				ONS@epa.gov
NEIC Legacy Support		There is no central email box or contact point for legacy support at the NEIC. We have to broker to individuals:		
Access to Network Drives	primary	Mike Scales	303-462-9083	Scales.Michael@epa.gov
Access to Network Drives	backup	Tim Essman	303.462.9071	Essman.Tim@epa.gov
AD account	primary	Michael Scales	303.462.9083	Scales.Michael@epa.gov
AD account	backup	Tim Essman	303.462.9071	Essman.Tim@epa.gov
Badges	primary	Gloria Coleman	303.462.9004	Coleman.Gloria@epa.gov
Badges	backup	Keith Krieger	303.462.9055	Krieger.Keith@epa.gov
Eco Pass	primary	Beckie Pruitt	303-462-9073	Pruitt.Beckie@epa.gov
GovTrip- Other		Cincinnati iTravel	513-487-2346	
GovTrip	Gov contact	GovTrip EPAwide	866-346-8874	
GovTrip- local issues	Local	Sherri Harris-Wells /Cathy Ritthaler	303-462-9406	Harris-wells.Cathy@epa.gov Ritthaler.Cathy@epa.gov
IBM Mainframe	primary	Regina King	303.462.9053	King.Regina@epa.gov
IBM Mainframe	backup	Earl Beam	303.462.9052	Beam.Earl@epa.gov
IT Security	Local ISO	David Holzwarth	303.462.9059	Holzwarth.David@epa.gov
Keys	primary	Beckie Pruitt	303-462-9073	Pruitt.Beckie@epa.gov
LAN/WAN	LAN Mgr	Keith Krieger	303-462-9055	Krieger.Keith@epa.gov
LotusNotes/email	primary	Michael Scales	303.462.9083	Scales.Michael@epa.gov
LotusNotes/email	backup	Regina King	303.462.9053	King.Regina@epa.gov
MS Access Apps	Application	David Solano	303.462.9072	Solano.David@epa.gov
National Locator input	NL POC	Nicole Tafoya	303.462.9359	Tafoya.Nicole@epa.gov



*Environmental Protection Agency (EPA) Information Technology (IT)  
EZ Tech Services Statement of Work*

Item	Role	Contact	Telephone	Email
National Locator Input - backup	backup	Regina King	303.462.9053	King.Regina@epa.gov
NEIC Shortcuts	primary	David Solano	303.462.9072	Solano.David@epa.gov
NEIC Link	primary	David Solano	303-462-9072	Solano.David@epa.gov
NEIC Link	backup	David Solano	303.462.9072	Solano.David@epa.gov
Network	primary	Michael Scales	303.462.9083	Scales.Michael@epa.gov
Network	backup	Tim Essman	303.462.9071	Essman.Tim@epa.gov
Non-EZ TECH Equipment (after best effort by EZ TECH)	Supplemental helpdesk	George Bamu	303.462.9355	Bamu.George@epa.gov
Oracle account	primary	Tim Essman	303.462.9071	Essman.Tim@epa.gov
Oracle account - backup	first backup	David Solano	303.462.9072	Solano.David@epa.gov
Oracle account - backup	Backup - level 3	Keith Krieger	303-462-9055	Krieger.Keith@epa.gov
Oracle Application - all updates and fixes to current applications	All updates	Ron Bich	303-462-9357	Bich.Ron@epa.gov
Oracle Application - New Development	Requires Management Approval	Valerie James	303-462-9051	James.Valerie@epa.gov
Patchlink Proxy Server	primary	Keith Krieger	303-462-9055	Krieger.Keith@epa.gov
Patchlink Proxy Server	backup	Michael Scales	303.462.9083	Scales.Michael@epa.gov
People plus - local support	OCEFT POC - first contact	Sherri Harris-Wells	303-462-9406	Harris-Wells@epa.gov
People plus - Other	Non local issues - after Sherri is contacted first	People PlusEPA	866-411-4372	epacallcenter@epa.gov
Promium LIMS & Vertere	primary	Tim Essman	303.462.9071	Essman.Tim@epa.gov
Promium LIMS & Vertere	First backup	Sheri Muehlbauer	303-462-9073	Muehlbauer.Sheri@epa.gov
Promium LIMS & Vertere	backup - level 3	Keith Krieger	303-462-9055	Krieger.Keith@epa.gov
RSA/F5 Access	AAA Admin	Keith Krieger	303-462-9055	Krieger.Keith@epa.gov
SAV Console	primary	Michael Scales	303.462.9083	Scales.Michael@epa.gov
SAV Console	backup	Keith Krieger	303-462-9055	Krieger.Keith@epa.gov
Telephones	Telephone Mgr	Keith Krieger	303-462-9055	Krieger.Keith@epa.gov
Vertere	primary	Tim Essman	303.462.9071	Essman.Tim@epa.gov
Vertere	backup	Sheri Muehlbauer	303-462-9073	Muehlbauer.Sheri@epa.gov
VTC	VTC Mgr	Keith Krieger	303-462-9055	Krieger.Keith@epa.gov
WCF/eBusiness- NEIC	NEIC POC	Beckie Pruitt	303-462-9073	Pruitt.Beckie@epa.gov
WCF/eBusiness- OCEFT	OCEFT POC	Cathy Ritthaler	303.462.9407	Ritthaler.Cathy@epa.gov



## A.24 EPA Office Points of Contact

Table A-24.1: EPA Office Points of Contact

Office Points of Contact (as of June 26, 2010)		CTS		Program Office	
Office		CTS POC	Phone #	EPA POC	Phone #
Washington D.C.	OA	Willie Abney	202-566-1366	Mike Hanson	(202) 564-1320
	OAR	Rob Turnbull	202-566-1131	Reginald Slade	(202) 564-1346
	OARM	Willie Abney	919-541-1364	Joe Wilson	(202) 564-2867
				Steve Settle	(202) 566-0436
				Sara Roman	(202) 566-0306
	OECA	Larry McMillan	919-541-1364	Don Huddleston	(202) 564-3114
				Carlos Rivera-Silva	(202) 566-2393
	OEI	Larry McMillan	919-541-1364	Lisa Jones-Parra	202-566-1157
	OCFO	Ron Vormwald	702-646-8960	Ganiat Aiyegoro	202-566-1798
	OGC	Willie Abney	202-566-1366	Victoria Blackmond	(202) 564-1389
				Antonio Haskins	(202) 564-2433
	OITA	Rob Turnbull	202-566-1131	Matilda Watkins-Hayes	(202) 564-6616
Arlington, VA				Dennis Cunningham	(202) 564-6622
				Chi Tran	(202) 564-8591
	OCSP	Willie Abney	703-347-8855	Harvey Lightner	(202) 564-2843
	ORD	Rob Turnbull	513-569-7136	Keeley Knudsen	202-564-3351
	OSWER	Rob Turnbull	202-566-1131	Stephen Schmitt	202-566-0322
RTP, NC	OW	Willie Abney	202-566-1366	Terry Howard	(202) 564-0385
				Gloria Posey	(202) 564-0468
				Troy Stewart	(703) 308-2738
	OCSP	Willie Abney	703-347-8855	William "Chris" Northern	(703) 305-6478
	OSWER	Rob Turnbull	703-347-8855	Stephen Schmitt	202-566-0322
	ORD	Rob Turnbull	513-569-7136	Jay Kress	202-564-6661
	OARM	Willie Abney	919-541-1364	Steve Settle	202-566-0436
	OEI	Larry McMillan	919-541-1364	Lisa Jones-Parra	202-566-2778
	OAR	Rob Turnbull	202-566-1131	Cheryl Miles/ Roberto Morales	(919) 541-0878, (919) 541-0880
	OAM	Larry McMillan	919-541-1364	Betty Kelley	(919) 541-3044
	OARM	Larry McMillan	919-541-1364	Myra Ezell/Robert Wippich	(919) 541-9408, (919) 541-2991
	OCFO	Ron Vormwald	702-646-8960	Jennifer Brown/Jonathan Herring	(919) 541-3041, (919) 541-1326
RTP, NC	OA/OCR	Willie Abney	202-566-1366	Myra Ezell/Robert Wippich	(919) 541-9408, (919) 541-2991
	OGC	Willie Abney	202-566-1366	Myra Ezell/Robert Wippich	(919) 541-9408, (919) 541-2991
	OEI	Larry McMillan	919-541-1364	Cathy McGuire/Susan Lundquist	(919) 541-4053, (919) 541-1131
	ORD	Larry McMillan	513-569-7136	John Sykes/David Lyons	(919) 541-2953, (919) 541-4871





*Environmental Protection Agency (EPA) Information Technology (IT)  
EZ Tech Services Statement of Work*

Office Points of Contact (as of June 26, 2010)		CTS		Program Office	
	Office	CTS POC	Phone #	EPA POC	Phone #
Ada, OK	ORD	Ron Vormwald	513-569-7136	Chris Milliren	580-436-8629
Ann Arbor, MI	OAR	Rob Turnbull	202-566-1131	Fidel Galano, Tracey Bradish, Amy Caldwell	734-214-4424
Athens, GA	ORD	Ron Vormwald	513-569-7136	Tim Rowan	706-355-8080
Cincinnati, OH	OARM	Larry McMillan	919-541-1364	Aundair Kinney, Scott Tharp	513-569-7912
	OCFO	Ron Vormwald	702-646-8960	Melissa Reeder	513-487-2009
	OA/OCR	Willie Abney	202-566-1366	Milton Wiggins	513-569-7941
	OGC	Willie Abney	202-566-1366	Maria Kavouras	513-487-2008
	OEI	Larry McMillan	513-569-7136	Jonda Byrd	513-569-7183
	OSWER	Rob Turnbull	703-347-8855	John Gilbert, Natalie Koch	513-569-7590, 513-487-2422
	OW	Willie Abney	202-566-1366	Teresa Wells	513-569-7128
	ORD	Ron Vormwald	513-569-7136	Dave Oberlin	513-569-7293
Corvallis, OR	ORD	Ron Vormwald	513-569-7136	Steve Knowles	541-754-4488
Denver, CO	OECA	Larry McMillan	919-541-1364	Valerie James	303-462-9051
Duluth, MN	ORD	Ron Vormwald	513-569-7136	Sarah Lopez	218-529-5072
Edison, NJ	ORD	Rob Turnbull	513-569-7136	Diana Ruffini	732-321-6678
	OEI	Larry McMillan	919-541-1364	James Maas	202-566-2778
	OSWER	Rob Turnbull	703-347-8855	Sophie Kastner	732-906-6967
Ft Meade, MD	OCSPP	Willie Abney	703-347-8855	Nishtar Saleem	703-308-8158
Grosse Ile, MI	ORD	Ron Vormwald	513-569-7136	Russell Kreis	734-692-7615
Gulf Breeze, FL	ORD	Ron Vormwald	513-569-7136	Carl Litzinger	850-934-9216
Las Vegas, NV	OAR	Rob Turnbull	202-566-1131	Fernando Gomez	702-784-8222
	OARM	Larry McMillan	919-541-1364	Sheron Johnson	702-798-2413
	OCFO	Ron Vormwald	702-646-8960	Shelly Norland	702-798-2499
	OEI	Larry McMillan	919-541-1364	Ronald Vormwald	919-541-1364
	ORD	Ron Vormwald	513-569-7136	Mark Madsen	702-798-2601
	OSWER	Rob Turnbull	703-347-8855	Joe Lavergne	702-784-8005
Narragansett, RI	ORD	Rob Turnbull	513-569-7136	Sherie Lipe	401-782-3005
Newport, OR	ORD	Ron Vormwald	513-569-7136	Steve Knowles	541-754-4488
Montgomery, AL	OAR	Rob Turnbull	202-566-1131	Roy Laporte	334-270-3466
Stennis Space Center	OCSPP	Willie Abney	703-347-8855	Gerry Pierce	228-688-3217
	OW	Willie Abney	202-566-1366	Gloria Car	228-688-2421
CTS Program Manager		Tonya Barnes	202-566-1795		
CTS QA Manager		Vacant			

## AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE

PAGE OF PAGES

1

5

2. AMENDMENT/MODIFICATION NO.

002

3. EFFECTIVE DATE

See Block 16C

4. REQUISITION/PURCHASE REQ. NO.

5. PROJECT NO. (If applicable)

6. ISSUED BY

CODE

HPOD

7. ADMINISTERED BY (If other than Item 6)

CODE

HPOD

HPOD

US Environmental Protection Agency

Ariel Rios Building

1200 Pennsylvania Avenue, N. W.

Mail Code: 3803R

Washington DC 20460

HPOD

US Environmental Protection Agency

Ariel Rios Building

1200 Pennsylvania Avenue, N. W.

Mail Code: 3803R

Washington DC 20460

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)

ELECTRONIC CONSULTING SERVICES, INC.

2750 PROSPERITY AVENUE, SUITE 600

7032701540

FAIRFAX VA 220314312

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

x 10A. MODIFICATION OF CONTRACT/ORDER NO.

GS-35F-0601K

EP-G12H-00442

10B. DATED (SEE ITEM 13)

07/30/2012

CODE (b)(4)

FACILITY CODE

## 11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended. ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

## 12. ACCOUNTING AND APPROPRIATION DATA (If required)

## 13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE

A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.

B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).

C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:

D. OTHER (Specify type of modification and authority)

X Section 10. Contract Administration Representatives

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return \_\_\_\_\_ 0 copies to the issuing office.

## 14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

EZ TECH SERVICES

TOPO: Holly Fenderson

This modification adds Contracting Officer Representatives to the contract. As a result, section 10. CONTRACT ADMINISTRATION REPRESENTATIVES is modified.

Period of Performance: 08/01/2012 to 09/30/2013

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)

15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)

Jessica White

15B. CONTRACTOR/OFFEROR

15C. DATE SIGNED

15B. UNITED STATES OF AMERICA

15C. DATE SIGNED

(Signature of person authorized to sign)

(Signature of Contracting Officer)

31 Aug 2012

NSN 7540-01-152-8070

Previous edition unusable

STANDARD FORM 30 (REV. 10-83)

Prescribed by GSA

FAR (48 CFR) 53.243

**Title:** EZ TECH SERVICES  
**Contract No:** GS-35F-0601K  
**Order No:** EP-G12H-00442  
**Mod No.:** 0002

## CONTRACT

### Order Ceiling Amounts and Funding Allocation

Period ►	Base	Option Pd I*	Option Pd II*	Option Pd III*	Total
Order Ceiling	\$11,480,031.00	\$0.00	\$0.00	\$0.00	\$11,480,031.00
Funding this action	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Amount previously funded	\$1,500,000.00	\$0.00	\$0.00	\$0.00	\$1,500,000.00
Total funding	\$1,500,000.00	\$0.00	\$0.00	\$0.00	\$1,500,000.00
Amount to fully fund	\$9,980,031.00	\$0.00	\$0.00	\$0.00	\$9,980,031.00

a. **Ceiling Price.** The authorized ceiling on this task order is \$11,480,031.00. The contractor shall not exceed this amount without prior written approval of the Contracting Officer via task order modification.

b. **Funding.** The current level of funding is \$1,500,000.00. As a result of these available funds, effort expended by the contractor under this order shall not exceed \$1,500,000.00. The Government is not obligated to reimburse the contractor for costs invoiced in excess of the amount of funding shown above.

### Funding Allocation by Contract Line Item Number

CLIN Description	Funded Amount
Phase-In Transition Support	\$15,170.00
Basic Support	\$1,364,049.00
Ad Hoc and Emergency Support	\$120,781.00
High Computing Users	\$0.00
Users with Computers Connected to Lab Equipment	\$0.00
Additional Emergency and Surge Support	\$0.00
MAC Bulk Moves	\$0.00
Isolated CBI Support	\$0.00
Future Projects and Services	\$0.00
<b>TOTAL FUNDING</b>	<b>\$1,500,000.00</b>

Section 10. CONTRACT ADMINISTRATION REPRESENTATIVES is modified to read as follows:

**10. CONTRACT ADMINISTRATION REPRESENTATIVES**

Contract Specialist(s) responsible for administering this contract:

**Contracting Officer:**

Paul Dawson  
USEPA Headquarters  
Ariel Rios Building  
1200 Pennsylvania Avenue, N. W.  
Mail Code: 3803R  
Washington, DC 20460  
Office: (202) 564-4473  
Email: dawson.paul@epa.gov

**Contract Specialist:**

Jessica White  
USEPA Headquarters  
Ariel Rios Building  
1200 Pennsylvania Avenue, N. W.  
Mail Code: 3803R  
Washington, DC 20460  
Office: (202) 564-1783  
Email: white.jessica@epa.gov

Contracting Officer Representative(s) for this contract:

**Task Order Contracting Officer Representative / Project Officer (TOCOR):**

Holly Fenderson  
USEPA Headquarters  
Ariel Rios Building  
1200 Pennsylvania Avenue, N. W.  
Mail Code: 2832T  
Washington, DC 20460  
Office: (202) 566-1793  
Email: fenderson.holly@epa.gov

**EZ TECH SERVICES****GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442****Task Order Contracting Officer Technical Representative / Program Manager (COTR):**

To be identified

**Alternate Task Order Contracting Officer Technical Representative / Deputy Program Manager (ACOTR):**

Willie Abney  
USEPA Headquarters  
Ariel Rios Building  
1200 Pennsylvania Avenue, N. W.  
Mail Code: 2832T  
Washington, DC 20460  
Office: (202) 566-1366  
Email: [abney.willie@epa.gov](mailto:abney.willie@epa.gov)

**Technical Points of Contact (TPOC):**

Title	Name	Phone	Email
Service Manager	*	*	*
Service Desk Manager	Stephanie Lee	(202) 566-0552	Lee.stephanie@epa.gov
Deployment Manager	Rob Turnbull	(202) 566-1131	Turnbull.rob@epa.gov
Engineering Manager	*	*	*
Business Relationship Manager & QA/QC (Central & West Coast Support)	*	*	*
Business Relationship Manager (Central & East Coast Support)	Daniele Albergottie	(202) 566-1550	Albergottie.daniele@epa.gov
Business Relationship Manager (DC Support)	*	*	*

**EZ TECH SERVICES****GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442**

<b>Transition Manager</b>	*	*	*
<b>Transition Specialist</b>	*	*	*
<b>Business Relationship Manager (Transition)</b>	Tia Green	(202) 564-6333	Green.tia@epa.gov
<b>Business Relationship Manager (Transition)</b>	*	*	*

\* To be inserted by the government as individuals are identified.

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE		PAGE OF PAGES 1 5	
2. AMENDMENT/MODIFICATION NO. 003		3. EFFECTIVE DATE See Block 16C		4. REQUISITION/PURCHASE REQ. NO.	
6. ISSUED BY HPD US Environmental Protection Agency Ariel Rios Building 1200 Pennsylvania Avenue, N. W. Mail Code: 3803R Washington DC 20460		7. ADMINISTERED BY (If other than Item 6) HPD US Environmental Protection Agency Ariel Rios Building 1200 Pennsylvania Avenue, N. W. Mail Code: 3803R Washington DC 20460		5. PROJECT NO. (If applicable)	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) ELECTRONIC CONSULTING SERVICES, INC. 2750 PROSPERITY AVENUE, SUITE 600 7032701540 FAIRFAX VA 220314312		(x)		9A. AMENDMENT OF SOLICITATION NO.	
				9B. DATED (SEE ITEM 11)	
		(x)		10A. MODIFICATION OF CONTRACT/ORDER NO. GS-35P-0601K EP-G12H-00442	
				10B. DATED (SEE ITEM 13) 07/30/2012	
CODE (b)(4)		FACILITY CODE			

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

☐ is extended. ☐ is not extended.

**12. ACCOUNTING AND APPROPRIATION DATA (If required)**

See Schedule

**13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: Mutual Agreement of the Parties
X	D. OTHER (Specify type of modification and authority) CMM Section 42.1.5

E. IMPORTANT: Contractor ☐ is not. ☒ is required to sign this document and return \_\_\_\_\_ 1 copies to the issuing office.

**14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)**

E2 TECH SERVICES

TOPO: Holly Fenderson

This modification modifies Section 4.1.1 Phase-In of the Statement of Work and adds Contracting Officer Representatives to the contract. As a result, section 4, CONTRACT LINE ITEM NUMBERS (CLINS) is modified in accordance with the vendor's quote dated 9/18/2012 and section 10. CONTRACT ADMINISTRATION REPRESENTATIVES is modified. All other terms and conditions remain unchanged.

Period of Performance: 08/01/2012 to 09/30/2013

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) BRETT J. SURBER, DIRECTOR OF CONTRACTS		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Jessica White	
15B. CONTRACTOR/OFFEROR 15C. DATE SIGNED 9/2/12		16B. UNITED STATES OF AMERICA 16C. DATE SIGNED 9-26-12	

NSN 7540-01-152-8070  
Previous edition unusable

STANDARD FORM 30 (REV. 10-83)  
Prescribed by GSA  
FAR (48 CFR) 53.243



**Title:** Managed Desktop Services and Support (MDSS)  
**Contract No:** GS-35F-0601K  
**Order No:** EP-G12H-00442

## CONTRACT

### Order Ceiling Amounts and Funding Allocation

Period ►	Base	Option Pd I*	Option Pd II*	Option Pd III*	Total
Order Ceiling	\$11,502,536.00	\$0.00	\$0.00	\$0.00	\$11,502,536.00
Funding this action	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Amount previously funded	\$1,500,000.00	\$0.00	\$0.00	\$0.00	\$1,500,000.00
Total funding	\$1,500,000.00	\$0.00	\$0.00	\$0.00	\$1,500,000.00
Amount to fully fund	\$10,002,536.00	\$0.00	\$0.00	\$0.00	\$10,002,536.00

a. **Ceiling Price.** The authorized ceiling on this task order is \$11,502,536.00. The contractor shall not exceed this amount without prior written approval of the Contracting Officer via task order modification.

b. **Funding.** The current level of funding is \$1,500,000.00. As a result of these available funds, effort expended by the contractor under this order shall not exceed \$1,500,000.00. The Government is not obligated to reimburse the contractor for costs invoiced in excess of the amount of funding shown above.

### Funding Allocation by Contract Line Item Number

CLIN Description	Funded Amount
Phase-In Transition Support	\$37,675.00
Basic Support	\$1,364,049.00
Ad Hoc and Emergency Support	\$98,276.00
High Computing Users	\$0.00
Users with Computers Connected to Laboratory Equipment	\$0.00
Additional Emergency and Surge Support	\$0.00
MAC Bulk Moves	\$0.00
Isolated CBI Support	\$0.00
Future Projects and Services	\$0.00
<b>TOTAL FUNDING</b>	<b>\$1,500,000.00</b>

### List of Attachments

Attachment No.	Attachment Title	Number of Pages
2	Statement of Work	2 (pp. 4-1 and 4-2)

1. Section 4.1.1. Phase-In of the Statement of Work (SOW) is modified. The revised SOW is attached hereto.
2. The vendor's quote dated 9/18/2012 is accepted and hereby incorporated by reference.
3. Section 4. CONTRACT LINE ITEM NUMBERS (CLINS), BASE PERIOD, ITEM 0001 – Phase-In Transition Support, paragraphs (b) and (e) are modified to read as follows:

**4. CONTRACT LINE ITEM NUMBERS (CLINs)**

**BASE PERIOD**

**ITEM 0001 - Phase-In Transition Support**

**(b) CLIN Pricing:** The fixed price of this CLIN is **\$37,675.00**. Refer to the following section(s) of the SOW for a description of services to be included in the fixed price of this CLIN:

<u>Section</u>	<u>Title</u>
4.1.1	Phase In
4.6.2	Phase In Plan

**(e) Payment:** Payment shall be made within 30 calendar days of receipt of the contractor's invoice and based on successful completion, inspection, and acceptance of the services required by the SOW as set forth in paragraph (b) above and in accordance with the following payment schedule:

CLIN	Description	Fixed Price	Quantity	Unit or Measure	Total Price
0001	Phase-In Transition Support	\$37,675.00	1	Lot	\$37,675.00

4. Section 10. CONTRACT ADMINISTRATION REPRESENTATIVES is modified to read as follows:

**10. CONTRACT ADMINISTRATION REPRESENTATIVES**

Contract Specialist(s) responsible for administering this contract:

**Contracting Officer:**

**EZ TECH SERVICES**

**GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442**

---

Paul Dawson  
USEPA Headquarters  
Ariel Rios Building  
1200 Pennsylvania Avenue, N. W.  
Mail Code: 3803R  
Washington, DC 20460  
Office: (202) 564-4473  
Email: dawson.paul@epa.gov

**Contract Specialist:**

Jessica White  
USEPA Headquarters  
Ariel Rios Building  
1200 Pennsylvania Avenue, N. W.  
Mail Code: 3803R  
Washington, DC 20460  
Office: (202) 564-1783  
Email: white.jessica@epa.gov

Contracting Officer Representative(s) for this contract:

**Task Order Contracting Officer Representative / Project Officer (TOCOR):**

Holly Fenderson  
USEPA Headquarters  
Ariel Rios Building  
1200 Pennsylvania Avenue, N. W.  
Mail Code: 2832T  
Washington, DC 20460  
Office: (202) 566-1793  
Email: fenderson.holly@epa.gov

**Task Order Contracting Officer Technical Representative / Program Manager (COTR):**

To be identified

**Alternate Task Order Contracting Officer Technical Representative / Deputy Program Manager (ACOTR):**

**EZ TECH SERVICES**

GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442

Willie Abney  
USEPA Headquarters  
Ariel Rios Building  
1200 Pennsylvania Avenue, N. W.  
Mail Code: 2832T  
Washington, DC 20460  
Office: (202) 566-1366  
Email: abney.willie@epa.gov

**Technical Points of Contact (TPOC):**

\* To be inserted by the government as individuals are identified.

<b>Title</b>	<b>Name</b>	<b>Phone</b>	<b>Email</b>
<b>Service Manager</b>	*	*	*
<b>Service Desk Manager</b>	Stephanie Lee	(202) 566-0552	Lee.stephanie@epa.gov
<b>Deployment Manager</b>	Rob Turnbull	(202) 566-1131	Turnbull.rob@epa.gov
<b>Engineering Manager</b>	*	*	*
<b>Business Relationship Manager &amp; QA/QC (Central &amp; West Coast Support)</b>	Ronald Vormwald	(702) 218-6551	Vormwald.ronald@epa.gov
<b>Business Relationship Manager (Central &amp; East Coast Support)</b>	Daniele Albergottie	(202) 566-1550	Albergottie.daniele@epa.gov
<b>Business Relationship Manager (DC Support)</b>	Rose Ann Clark	(202) 564-1369	Clark.roseann@epa.gov
<b>Transition Manager</b>	*	*	*
<b>Transition Specialist</b>	*	*	*
<b>Business Relationship Manager (Transition)</b>	Tia Green	(202) 564-6333	Green.tia@epa.gov
<b>Business Relationship Manager (Transition)</b>	*	*	*



## Section 4: Program and Task Management

The SP shall provide program and task management support that maximizes the successful accomplishment of all program and task requirements. The SP shall keep EPA fully informed of EZ TECH status verbally and in writing throughout the life of the task order. The SP shall be responsible for delivering tasks from concept through completion using a team of qualified experts. Program management will include the ability and resources to define, plan, implement, integrate and monitor every aspect of EZ TECH.

### 4.1 Service Provider Transition

The SP shall support a smooth transition process for both the Phase In period of work supported under this SOW as well as the Phase Out period. During transition between service providers, the EZ TECH SP will prepare to take full responsibility for workload starting on October 1<sup>st</sup>, 2012 in accordance with this SOW. In coordination with the COR, the SP shall provide continuity of support and operations at each EPA location. The SP shall minimize disruption to the existing operations, optimize the use of existing assets and ensure a high level of customer satisfaction.

#### 4.1.1 Phase In

EPA plans to provide an overlap period of up to 90 days for the incoming SP to coordinate and work with the current SP in accordance with the incoming SP's approved Phase-In plan. The Phase-In period shall commence on the effective date of the task order. The SP shall become operational by the end of the Phase-In period and will begin providing service to users. User support will be transitioned to the SP according to the government-approved Phase-In Plan.

During Phase-In, the current desktop services and support contractor and the SP under this task order shall:

- e) Conduct a joint inventory of the hardware, software and accounts to be managed under this task order
- f) Prepare, certify and submit a detailed Phase-In Joint Inventory Report as defined in the Phase-In Plan.
- g) Organize applications and skill sets into logical categories for migration and assimilation into the Service Desk.
- h) Review current operating process and procedures and make recommendations concerning lifecycle management of software, hardware and accounts management to identify opportunities for improved efficiencies and cost savings such as improved hand-offs from Tier 1 to Tier 2 and Tier 2 to Tier 3 support groups, as well as improve awareness of processes and procedures.
- i) Review and modify, as appropriate, escalation procedures, SOPs, and Technical Operations Manual (TOM). The incumbent contractor shall provide the most recent version of these documents to either EPA or the successful vendor as part of the transition process.
- j) Develop Service Desk sample reports and obtain approval



- k) Obtain necessary access to the EPA network environment, including security requirements. EPA assists and procures this access to/for Government Furnished Space or Property.. Please see applicable EPA security requirements that must be adhered to by the successful vendor.
- l) The SLAs, defined in Appendix A.20, will go into effect at the end of the phase in period and at the point where the SP assumes full responsibility (October 1st, 2012) for providing EZ TECH services.
- m) The SP shall ensure all necessary security and confidential business information training is completed by SP employees during transition and as required thereafter. The government will provide familiarization training to the SP pertaining to EPA's organizational structure, relationships with other IT support organizations, business partners and other EPA components as deemed necessary by the government.
- n) The SP will plan to have 5 to 10 technicians or technician leads available starting one week prior to the contract service start date of Oct 1, (not to exceed 40 hours for each technician) for the following activities in support of the EZ Tech Service during transition:
  - Test the EchoPass phone system
  - Test Remedy ticketing system
  - Test eBusiness asset management/ tracking system

These activities include training sessions on these systems and meetings to understand the process.

#### 4.1.1 Phase Out

The Phase-Out period may last up to 180 days at the government's discretion. The SP shall provide qualified personnel to execute Phase-Out in accordance with the COR approved Phase-Out Plan (See section 4.6.3). The SP shall fully cooperate with the succeeding SP and the government to allow for orderly turnover of facilities, equipment and records so as not to interfere with users' work or duties. EPA shall retain ownership of all information tracked by the Enterprise Service Desk (BMC-Remedy), inventory tracking system and any other systems used to perform the tasks under this SOW. Thirty calendar days after the task order end date, the SP shall work with EPA to transfer this information in a format approved by the COR.

The SP and the succeeding SP shall conduct a joint inventory in accordance with EPA requirements. The SP shall prepare, certify and submit a Phase-Out Joint Inventory Report for approval by the government 60 calendar days prior to the Phase-Out end date. The inventory shall include the same data as required for the Phase-In inventory. The government will determine the validity of any discrepancies. If the government determines the SP is responsible for the discrepancy, the SP shall correct the discrepancy prior to performance expiration. If the SP does not correct the discrepancy prior to performance expiration, the

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE		PAGE OF PAGES 1 4	
2. AMENDMENT/MODIFICATION NO. 004		3. EFFECTIVE DATE See Block 16C		4. REQUISITION/PURCHASE REQ. NO.	
5. PROJECT NO. (If applicable)		6. ISSUED BY HPOD		7. ADMINISTERED BY (If other than Item 6) HPOD	
B. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) ELECTRONIC CONSULTING SERVICES, INC. 2750 PROSPERITY AVENUE, SUITE 600 7032701540 FAIRFAX VA 220314312		9A. AMENDMENT OF SOLICITATION NO. (X)		9B. DATED (SEE ITEM 11)	
CODE (b)(4)		FACILITY CODE		10A. MODIFICATION OF CONTRACT/ORDER NO. GS-35F-0601K EP-G12H-00442 10B. DATED (SEE ITEM 13) 07/30/2012	

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

**12. ACCOUNTING AND APPROPRIATION DATA (If required)**

See Schedule

**13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER (Specify type of modification and authority) CMM Section 42.1.5

**E. IMPORTANT:** Contractor ☒ is not, ☐ is required to sign this document and return \_\_\_\_\_ copies to the issuing office.

**14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)**

EZ TECH SERVICES

This modification updates section 10. CONTRACT ADMINISTRATION REPRESENTATIVES to add the following individuals:

Terri Griner, Service Manager  
Sam Ahad, Engineering Manager

All other terms and conditions remain unchanged.

Period of Performance: 08/01/2012 to 09/30/2013

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) 15B. CONTRACTOR/OFFEROR		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Jessica White	
15C. DATE SIGNED		16C. DATE SIGNED 10/17/12	
(Signature of person authorized to sign)		(Signature of Contracting Officer) Jessica White	



Section 10. CONTRACT ADMINISTRATION REPRESENTATIVES is modified to read as follows:

**10. CONTRACT ADMINISTRATION REPRESENTATIVES**

Contract Specialist(s) responsible for administering this contract:

**Contracting Officer:**

Paul Dawson  
USEPA Headquarters  
Ariel Rios Building  
1200 Pennsylvania Avenue, N. W.  
Mail Code: 3803R  
Washington, DC 20460  
Office: (202) 564-4473  
Email: dawson.paul@epa.gov

**Contract Specialist:**

Jessica White  
USEPA Headquarters  
Ariel Rios Building  
1200 Pennsylvania Avenue, N. W.  
Mail Code: 3803R  
Washington, DC 20460  
Office: (202) 564-1783  
Email: white.jessica@epa.gov

Contracting Officer Representative(s) for this contract:

**Task Order Contracting Officer Representative / Project Officer (TOCOR):**

Holly Fenderson  
USEPA Headquarters  
Ariel Rios Building  
1200 Pennsylvania Avenue, N. W.  
Mail Code: 2832T  
Washington, DC 20460  
Office: (202) 566-1793  
Email: fenderson.holly@epa.gov

**Task Order Contracting Officer Technical Representative / Program Manager (COTR):**

To be identified

**Alternate Task Order Contracting Officer Technical Representative / Deputy Program Manager (ACOTR):**

Willie Abney  
USEPA Headquarters  
Ariel Rios Building  
1200 Pennsylvania Avenue, N. W.  
Mail Code: 2832T  
Washington, DC 20460  
Office: (202) 566-1366  
Email: abney.willie@epa.gov

**Technical Points of Contact (TPOC):**

Title	Name	Phone	Email
Service Manager	Terri Griner	(202) 566-1960	Griner.terri@epa.gov
Service Desk Manager	Stephanie Lee	(202) 566-0552	Lee.stephanie@epa.gov
Deployment Manager	Rob Turnbull	(202) 566-1131	Turnbull.rob@epa.gov
Engineering Manager	Sam Ahad	(202) 566-2128	Ahad.sam@epa.gov
Business Relationship Manager & QA/QC (Central & West Coast Support)	Ronald Vormwald	(702) 218-6551	Vormwald.ronald@epa.gov
Business Relationship Manager (Central & East Coast Support)	Daniele Albergottie	(202) 566-1550	Albergottie.daniele@epa.gov
Business Relationship Manager (DC Support)	Rose Ann Clark	(202) 564-1369	Clark.roseann@epa.gov

**EZ TECH SERVICES****GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442**

<b>Transition Manager</b>	*	*	*
<b>Transition Specialist</b>	*	*	*
<b>Business Relationship Manager (Transition)</b>	Tia Green	(202) 564-6333	Green.tia@epa.gov
<b>Business Relationship Manager (Transition)</b>	*	*	*

\* To be inserted by the government as individuals are identified.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE		PAGE OF PAGES 1 4	
2. AMENDMENT/MODIFICATION NO. 005		3. EFFECTIVE DATE See Block 16C		4. REQUISITION/PURCHASE REQ. NO. PR-OEI-13-00063	
5. PROJECT NO. (If applicable)		6. ISSUED BY CODE HPOD		7. ADMINISTERED BY (If other than item 6) CODE HPOD	
HPOD US Environmental Protection Agency Ariel Rios Building 1200 Pennsylvania Avenue, N. W. Mail Code: 3803R Washington DC 20460		HPOD US Environmental Protection Agency Ariel Rios Building 1200 Pennsylvania Avenue, N. W. Mail Code: 3803R Washington DC 20460			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) ELECTRONIC CONSULTING SERVICES, INC. 2750 PROSPERITY AVENUE, SUITE 600 7032701540 FAIRFAX VA 220314312		(x)		9A. AMENDMENT OF SOLICITATION NO.	
				9B. DATED (SEE ITEM 11)	
		x		10A. MODIFICATION OF CONTRACT/ORDER NO. GS-35F-0601K EP-G12H-00442	
				10B. DATED (SEE ITEM 13) 07/30/2012	
CODE (b)(4)		FACILITY CODE			

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.  
 Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)
X	CMM Section 42.1.5

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return \_\_\_\_\_ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

EZ TECH SERVICES

TOPO: Holly Fenderson

This modification replaces funding obligated to the task order to correct the accounting data and updates section 10. CONTRACT ADMINISTRATION REPRESENTATIVES to add and designate Terri Griner as the Alternate Task Order Contracting Officer Representative / Alternate Project Officer (ATOCOR) and individual responsible for receiving and approving invoices submitted under this order. All other terms and conditions remain unchanged.

Period of Performance: 08/01/2012 to 09/30/2013

Continued ...

Except as provided herein, all terms and conditions of the document referenced in item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Jessica White	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA  Jessica White (Signature of Contracting Officer)	16C. DATE SIGNED 14 Nov 2012

## CONTINUATION SHEET

REFERENCE NO. OF.      MENT BEING CONTINUED  
GS-35F-0601K/EP-G12H-00442/005PAGE      OF  
2      4NAME OF OFFEROR OR CONTRACTOR  
ELECTRONIC CONSULTING SERVICES, INC.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0001	<p>Change Item 0001 to read as follows (amount shown is the total amount):</p> <p>Base Period Ceiling &amp; Funding Incrementally Funded Amount: \$1,500,000.00</p> <p>Accounting Info: 12-WR-H1DDIT1-ZZZHF8-2512-CCT00098-12H1CTS006-002 BFY: 12 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2512 Job #: CCT00098 DCN - Line ID: 12H1CTS006-002 Funding Flag: Complete Funded: -\$1,462,325.00</p> <p>Accounting Info: 13-WR-H1DDIT1-ZZZHF8-2515-CCT00442-13H1HIM007-001 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2515 Job #: CCT00442 DCN - Line ID: 13H1HIM007-001 Funding Flag: Complete Funded: \$1,462,325.00</p>				18,334,437.00

I. Funding in the amount of \$1,500,000.00 was obligated upon award of this order under the following line of accounting:

12-WR-H1DDIT1-ZZZHF8-2512-CCT00098-12H1CTS006-002

BFY: 12 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC):

2512 Job #: CCT00098

DCN - Line ID: 12H1CTS006-002

Funding Flag: Complete

Funded: \$1,500,000.00

The original funds (in the amount of \$1,500,000.00) under the accounting data stated above are hereby replaced with the following accounting data. Additionally, payments (issued in the amount of \$37,675.00) are to be replaced with the following line of accounting to correct the site/project code (from CCT00098 to CCT00442) and object class (from 2512 to 2515):

13-WR-H1DDIT1-ZZZHF8-2515-CCT00442-13H1HIM007-001

BFY: 13 Fund: WR Budget Org: H1DDIT1 Program

(PRC): ZZZHF8 Budget (BOC): 2515 Job #: CCT00442

DCN - Line ID: 13H1HIM007-001

Funding Flag: Complete

Funded: \$1,462,325.00

II. Section 10. CONTRACT ADMINISTRATION REPRESENTATIVES, Contracting Officer Representative(s) is modified to read as follows:

**10. CONTRACT ADMINISTRATION REPRESENTATIVES**

Contracting Officer Representative(s) for this contract:

**Task Order Contracting Officer Representative / Project Officer (TOCOR):**

Holly Fenderson  
USEPA Headquarters  
Ariel Rios Building  
1200 Pennsylvania Avenue, N. W.  
Mail Code: 2832T  
Washington, DC 20460  
Office: (202) 566-1793  
Email: [fenderson.holly@epa.gov](mailto:fenderson.holly@epa.gov)

**Alternate Task Order Contracting Officer Representative / Alternate Project Officer (ATOCOR):**

Terri Griner\*

**EZ TECH SERVICES**

**GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442**

---

USEPA Headquarters  
Ariel Rios Building  
1200 Pennsylvania Avenue, N. W.  
Mail Code: 2832T  
Washington, DC 20460  
Office: (202) 566-1960  
Email: [griner.terri@epa.gov](mailto:griner.terri@epa.gov)

**\* The individual named above is responsible for receiving and approving invoices submitted under this order.**

**Task Order Contracting Officer Technical Representative / Program Manager (COTR):**

To be identified

**Alternate Task Order Contracting Officer Technical Representative / Program Manager / Deputy Program Manager (ACOTR):**

Willie Abney  
USEPA Headquarters  
Ariel Rios Building  
1200 Pennsylvania Avenue, N. W.  
Mail Code: 2832T  
Washington, DC 20460  
Office: (202) 566-1366  
Email: [abney.willie@epa.gov](mailto:abney.willie@epa.gov)



AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE		PAGE OF PAGES 1 7	
2. AMENDMENT/MODIFICATION NO. 006		3. EFFECTIVE DATE See Block 16C		4. REQUISITION/PURCHASE REQ. NO. PR-OEI-13-00063	
5. PROJECT NO. (if applicable)		6. ISSUED BY HPOD		7. ADMINISTERED BY (if other than Item 6) HPOD	
8. NAME AND ADDRESS OF CONTRACTOR (No. street, county, State and ZIP Code) ELECTRONIC CONSULTING SERVICES, INC. 2750 PROSPERITY AVENUE, SUITE 600 7032701540 FAIRFAX VA 220314312		9A. AMENDMENT OF SOLICITATION NO. (x)		9B. DATED (SEE ITEM 11)	
9C. MODIFICATION OF CONTRACT/ORDER NO. GS-35F-0601K EP-G12H-00442		10A. DATED (SEE ITEM 13) 07/30/2012		10B. DATED (SEE ITEM 13) 07/30/2012	
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS		11. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.			

☐ The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers ☐ is extended. ☐ is not extended.  
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

#### 12. ACCOUNTING AND APPROPRIATION DATA (If required)

See Schedule

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)
X	EPAAR 1552.245-70, Government Furnished Property

E. IMPORTANT: Contractor ☐ is not. ☒ is required to sign this document and return \_\_\_\_\_ 1 \_\_\_\_\_ copies to the issuing office.

#### 14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

EZ TECH SERVICES  
TOPO: Holly Fenderson

This modification replaces funding obligated to the task order to correct the accounting data, updates section 10. CONTRACT ADMINISTRATION REPRESENTATIVES to add Ming Chang as a Technical Point of Contact, modifies section 11.4 Key Personnel (EPAAR 1552.237-72) (APR 1984) to replace individuals designated for the Technology Refresh Manager and Directory Subject Matter Expert roles, and adds Attachment VII, Government Furnished Property to the order. As a result, Section 11.7 Government Property (EPAAR 1552.245-70) is also modified.

Continued ...

Except as provided herein, all terms and conditions of the document referenced in item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) BRETT J. SURBEY DIRECTOR OF CONTRACTS		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Jessica White	
15B. CONTRACTOR OFFICER (Signature of person authorized to sign)		16B. UNITED STATES OF AMERICA (Signature of Contracting Officer)	
15C. DATE SIGNED 11/27/12		16C. DATE SIGNED 11/28/12	

NSN 7540-01-152-8070  
Previous editions unusable

STANDARD FORM 30 (REV. 10-83)  
Prescribed by GSA  
FAR (48 CFR) 53.243

## CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
GS-35F-0601K/EP-G12H-00442/006PAGE OF  
2 7

NAME OF OFFEROR OR CONTRACTOR

ELECTRONIC CONSULTING SERVICES, INC.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0001	<p>Period of Performance: 08/01/2012 to 09/30/2013</p> <p>Change Item 0001 to read as follows (amount shown is the total amount):</p> <p>Base Period Ceiling &amp; Funding Incrementally Funded Amount: \$1,500,000.00</p> <p>Accounting Info: 12-WR-H1DDIT1-ZZZHF8-2512-CCT00098-12H1CTS006-002 BFY: 12 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2512 Job #: CCT00098 DCN - Line ID: 12H1CTS006-002 Funding Flag: Complete Funded: -\$37,675.00</p> <p>Accounting Info: 13-WR-H1DDIT1-ZZZHF8-2515-CCT00442-13H1HIM007-001 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2515 Job #: CCT00442 DCN - Line ID: 13H1HIM007-001 Funding Flag: Complete Funded: \$37,675.00</p>				18,334,437.00

**Title:** Managed Desktop Services and Support (MDSS)  
**Contract No:** GS-35F-0601K  
**Order No:** EP-G12H-00442

## CONTRACT

### Order Ceiling Amounts and Funding Allocation

Period ►	Base	Option Pd I*	Option Pd II*	Option Pd III*	Total
Order Ceiling	\$11,502,536.00	\$0.00	\$0.00	\$0.00	\$11,502,536.00
Funding this action	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Amount previously funded	\$1,500,000.00	\$0.00	\$0.00	\$0.00	\$1,500,000.00
Total funding	\$1,500,000.00	\$0.00	\$0.00	\$0.00	\$1,500,000.00
Amount to fully fund	\$10,002,536.00	\$0.00	\$0.00	\$0.00	\$10,002,536.00

a. **Ceiling Price.** The authorized ceiling on this task order is \$11,502,536.00. The contractor shall not exceed this amount without prior written approval of the Contracting Officer via task order modification.

b. **Funding.** The current level of funding is \$1,500,000.00. As a result of these available funds, effort expended by the contractor under this order shall not exceed \$1,500,000.00. The Government is not obligated to reimburse the contractor for costs invoiced in excess of the amount of funding shown above.

### Funding Allocation by Contract Line Item Number

CLIN Description	Funded Amount
Phase-In Transition Support	\$37,675.00
Basic Support	\$1,364,049.00
Ad Hoc and Emergency Support	\$98,276.00
High Computing Users	\$0.00
Users with Computers Connected to Laboratory Equipment	\$0.00
Additional Emergency and Surge Support	\$0.00
MAC Bulk Moves	\$0.00
Isolated CBI Support	\$0.00
Future Projects and Services	\$0.00
<b>TOTAL FUNDING</b>	<b>\$1,500,000.00</b>

### List of Attachments

Attachment No.	Attachment Title	Number of Pages
VII	Government Furnished Property	3

I. Section 10. CONTRACT ADMINISTRATION REPRESENTATIVES, Technical Points of Contact (TPOC) is modified to read as follows:

**10. CONTRACT ADMINISTRATION REPRESENTATIVES**

**Technical Points of Contact (TPOC):**

<b>Title</b>	<b>Name</b>	<b>Phone</b>	<b>Email</b>
<b>Service Manager</b>	Terri Griner	(202) 566-1960	Griner.terri@epa.gov
<b>Service Desk Manager</b>	Stephanie Lee	(202) 566-0552	Lee.stephanie@epa.gov
<b>Deployment Manager</b>	Rob Turnbull	(202) 566-1131	Turnbull.rob@epa.gov
<b>Engineering Manager</b>	Sam Ahad	(202) 566-2128	Ahad.sam@epa.gov
<b>Business Relationship Manager &amp; QA/QC (Central &amp; West Coast Support)</b>	Ronald Vormwald	(702) 218-6551	Vormwald.ronald@epa.gov
<b>Business Relationship Manager (Central &amp; East Coast Support)</b>	Daniele Albergottie	(202) 566-1550	Albergottie.daniele@epa.gov
<b>Business Relationship Manager (DC Support)</b>	Rose Ann Clark	(202) 564-1369	Clark.roseann@epa.gov
<b>Business Relationship Manager (DC Support &amp; Special Projects)</b>	Ming Chang	(202) 566-0619	Chang.ming@epa.gov
<b>Transition Manager</b>	*	*	*
<b>Transition Specialist</b>	*	*	*
<b>Business Relationship Manager (Transition)</b>	Tia Green	(202) 564-6333	Green.tia@epa.gov
<b>Business Relationship Manager (Transition)</b>	*	*	*

\* To be inserted by the government as individuals are identified.

**EZ TECH SERVICES**

**GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442**

---

II. Section 11.4 Key Personnel (EPAAR 1552.237-72) (APR 1984), paragraph (a) is modified to read as follows:

**11.4 Key Personnel (EPAAR 1552.237-72) (APR 1984)**

(a) The Contractor shall assign to this task order the following key personnel:

**Task Order Manager  
Deputy Task Order Manager  
Service Delivery/Workload Manger(s)**

**Systems Engineering Manager  
Service Desk Manager  
Asset Manager  
Quality Assurance Manager  
Business Manager  
Chief Technology Manager  
Technology Refresh Manager  
Senior Security Engineer  
Directory Subject Matter Expert**

(b)(4)

III. Section 11.7 Government Property (EPAAR 1552.245-70), paragraph (b) is modified to read as follows:

**11.7 Government Property (EPAAR 1552.245-70)**

(b) The Government will provide the item(s) of Government property to the Contractor for use in the performance of this task order as outlined in the Statement of Work and in Attachment VII to this task order, entitled "Government Furnished Property". This property shall be used and maintained by the Contractor in accordance with the provisions of the "Government Property" clause:

IV. Attachment VII is added to the task order.

**Attachment VII**

**Government Furnished Property**

<u>EPA Decal #</u>	<u>PROP NAME</u>	<u>CATEGORY</u>	<u>MANUFACTURER</u>	<u>MODEL NO</u>	<u>SERIAL NO/PH #</u>
N/A	BlackBerry	Mobile Device	Att	9700	S92664
N/A	BlackBerry	Mobile Device	Att	9700	S92676
N/A	BlackBerry	Mobile Device	Att	Torch	S99302
S99281	BlackBerry	Mobile Device	AT&T	9800	2801845E
n/a	BlackBerry	Mobile Device	AT&T	9700	279A1CC1
S99297	BlackBerry	Mobile Device	AT&T	9800	27F633EC
S99139	BlackBerry	Mobile Device	AT&T	9800	28018380
n/a	BlackBerry	Mobile Device	AT&T	9700	221F6676
	Latitude	Laptop	Dell	E6400	HJDQHH1
	Flat Panel	Monitor	Dell	1908FP	CN0G438H641801NZLA00
S99156	BlackBerry	Mobile Device	AT&T		202 679 6246
S85413	BlackBerry	Mobile Device	AT&T	Bold 9700	202 262 5465
S99160	BlackBerry	Mobile Device	AT&T	Torch	202 701 4736
S92526	BlackBerry	Mobile Device	AT&T	TBD	202 701 4736
S85146	BlackBerry	Mobile Device	AT&T	Bold 9700	301 247 6074
S92523	BlackBerry	Mobile Device	AT&T	Bold 9700	202 679 6219
S99390	BlackBerry	Mobile Device	AT&T	Bold 9700	202 812 4394
S92532	BlackBerry	Mobile Device	AT&T	Bold 9700	202 679 6217
S92527	BlackBerry	Mobile Device	AT&T	Bold 9700	202 258 3957
S88826	BlackBerry	Mobile Device	AT&T	Bold 9780	202 870 2409
S85414	BlackBerry	Mobile Device	AT&T	TBD	202 258 3957
S99141	BlackBerry	Mobile Device	AT&T	Torch	202 286 0824
S14836	BlackBerry	Mobile Device	AT&T	Bold 9700	202 262 9403
S99190	BlackBerry	Mobile Device	AT&T	TBD	202 577 1565

## EZ TECH SERVICES

GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442

<u>EPA Decal #</u>	<u>PROP NAME</u>	<u>CATEGORY</u>	<u>MANUFACTURER</u>	<u>MODEL NO</u>	<u>SERIAL NO/PH #</u>
S92691	BlackBerry	Mobile Device	AT&T	Torch 9800	TBD
S92854	BlackBerry	Mobile Device	AT&T	TBD	202 631 0926
CTS010466	Dell Latitude E6400 -Standard Laptop	Computer	Dell	E6400	3DHN3K1
CTSM012646	Monitor	Monitor	Dell	1908FP-BLK	CN-0D307J-74445-935- CCUL
CTSM012655	Monitor	Monitor	Dell	1908FP-BLK	CN-0D307J-74445-935- CE2L
S85415	AT&T	Blackberry Bold 9700			
	Blackberry	CellPhone	Blackberry	Bold 9700	(228) 731-7389
	BlackBerry	Mobile Device	ATT	Bold	IMEI 351937045065321
	Blackberry/defective	Mobile Device AT&T		BOLD 9700	Pin # 2342B1F8
B21392		Mobile Device	Blackberry	Bold 9700	351937047660491
S89041	BLAACKBERRY	PHONE	RIM	BOLD 9700	235CFFF8
S99158	Blackberry	Mobil Device	AT&T	Torch 9800	276D67E8
S92530	Blackberry	Mobil Device	AT&T	Bold 9700	229166F7
S99151	Blackberry	Mobil Device	AT&T	Torch 9800	28014255
S85399	Blackberry	Mobil Device	AT&T	Bold 9700	28292830
S92651	Blackberry	Phone	RIM	9700	351937045282538
S92666	IMEI# 351937045261029	Blackberry	AT&T	9700 - RCM71UW	Pin# 235CFECE
	Monitor	Dell Monitor: LC181DQB04	Dell	E6400	3KDQHH1
	workstation		Dell	E6400	960WQJ1
	workstation	LC18H1DGKNOX02	Dell	E6400	DB2THH1
	workstation	LC18H1DBCHRISTI	Dell	E6400	GQXVMH1
	workstation	LC18H1DENG- TEST	Dell	E6400	12P5VH1
	workstation		Dell	E6400	28JDNH1



**EZ TECH SERVICES**  
**GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442**

<u>EPA Decal #</u>	<u>PROP NAME</u>	<u>CATEGORY</u>	<u>MANUFACTURER</u>	<u>MODEL NO</u>	<u>SERIAL NO/PH #</u>
CTS0000873	laptop	LAPTOP	DELL	LATTITUDE E6400	FSMWMH1
B21365	Blackberry	Smart phone	Blackberry	Bold 9700 (RCM71UW)	IMEI: 351937045282504
B21384	Blackberry	Blackberry	AT&T	9700 Bold	S92655
B21634	N/A	BLACKBERRY	RIM	Bold 9700	351937045259049
N/A	Dell Latitude E4300	LAPTOP	Dell	Latitude E4300	C5GQTJ1
B21362/S92663	Blackberry	MD	RIM	Bold	89014103243644900000
B21370	Black Berry	Cell Phone	Reaserch in Motion		235CFFF8
S92673 / B21362	9700 Bold Blackberry		AT&T	9700	(919) 760-0684
	E6400 Laptop	Computer	Dell	E6400	JMGDQH1
	Blackberry	Blackberry	Verizon	9650	3270F04F
S92685	Black Berry	Blackberry	AT&T	Torch 9800	202-604-3915
S99143	Black Berry	BlackBerry	AT&T	Torch 9800	202-285-3754
	AAA Token				343193334
	AAA Token				343193595
	AAA Token				111318531
	AAA Token				109930169
	AAA Token				109930257
	AAA Token				111318528
	AAA Token				108554079
	AAA Token				111318530

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE		PAGE OF PAGES 1 5	
2. AMENDMENT/MODIFICATION NO. 007		3. EFFECTIVE DATE See Block 16C		4. REQUISITION/PURCHASE REQ. NO.	
5. PROJECT NO. (if applicable)		6. ISSUED BY HPOD		7. ADMINISTERED BY (if other than Item 6) HPOD	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) ELECTRONIC CONSULTING SERVICES, INC. 2750 PROSPERITY AVENUE, SUITE 600 7032701540 FAIRFAX VA 220314312		(x) 9A. AMENDMENT OF SOLICITATION NO.		9B. DATED (SEE ITEM 11)	
CODE (b)(4)		FACILITY CODE		10A. MODIFICATION OF CONTRACT/ORDER NO. GS-35F-0601K EP-G12H-00442 10B. DATED (SEE ITEM 13) 07/30/2012	

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

☐ The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers ☐ is extended. ☐ is not extended.  
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

**12. ACCOUNTING AND APPROPRIATION DATA (if required)**

See Schedule

**13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: OPTION ITEM 0007 - MAC Bulk Moves, Section 5. ORDERING UNDER OPTIONAL CLINS
X	D. OTHER (Specify type of modification and authority) Mutual Agreement of the Parties

E. IMPORTANT: Contractor ☐ is not. ☒ is required to sign this document and return 1 copies to the issuing office.


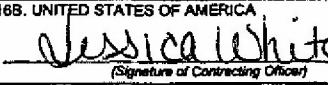
**14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)**

EZ TECH SERVICES  
TOPO: Holly Fenderson

This modification exercises OPTION ITEM 0007 - MAC Bulk Moves to add Task 7A for Updating the Infrastructure in the Andrew W. Breidenback Environmental Research Center (AWBEC) building in Cincinnati, OH.

Period of Performance: 08/01/2012 to 09/30/2013

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Brett Surbey, Director of Contracts		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Jessica White	
15B. CONTRACTOR/OFFEROR 	15C. DATE SIGNED 12/6/12	16B. UNITED STATES OF AMERICA 	16C. DATE SIGNED 12/6/12

NSN 7540-01-152-8070  
Previous edition unusable

STANDARD FORM 30 (REV. 10-83)  
Prescribed by GSA  
FAR (48 CFR) 53.243

**Title:** EZ Tech Services  
**Contract No:** GS-35F-0601K  
**Order No:** EP-G12H-00442

## CONTRACT

### Order Ceiling Amounts and Funding Allocation

Period ►	Base	Option Pd I*	Option Pd II*	Option Pd III*	Total
<b>Total Order Ceiling</b>	<b>\$18,334,427</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$18,334,427</b>
<b>Authorized Ceiling</b>	<b>\$11,505,377</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$11,505,377</b>
<b>Remaining Ceiling</b>	<b>\$6,829,050</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$6,829,050</b>
<b>Amount Previously Funded</b>	<b>\$1,500,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$1,500,000</b>
<b>Funding This Action</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Total Funding</b>	<b>\$1,500,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$1,500,000</b>
<b>Amount to Fully Fund Authorized Work</b>	<b>\$10,005,377</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$10,005,377</b>

\*If exercised, the ceiling price(s) set forth in section 11.2 Option to Extend the Term of the Contract Fixed Price (EPAAR 1552.217-77) (OCT 2000) Deviation, paragraph (c) shall be applicable to their respective periods.

a. **Ceiling.** The "Total Order Ceiling" and "Authorized Ceiling" is set forth above for the applicable period. The contractor shall not exceed the "Authorized Ceiling" amount without prior written approval of the Contracting Officer via task order modification.

b. **Funding.** The "Total Funding" is set forth above for the applicable period. As a result of these available funds, effort expended by the contractor under this order shall not exceed the "Total Funding" amount. The Government is not obligated to reimburse the contractor for costs invoiced in excess of the amount of funding shown above.

### Authorized Ceiling and Funding Allocation by Contract Line Item Number

CLIN Description	Authorized Amount	Funded Amount	Amount To Fully Fund
Phase-In Transition Support	\$37,675	\$37,675	\$0
Basic Support	\$11,344,080	\$1,364,049	\$9,980,031
Ad Hoc and Emergency Support	\$120,781	\$95,435	\$25,346
High Computing Users	\$0	\$0	\$0
Users with Computers Connected to Laboratory Equipment	\$0	\$0	\$0
Additional Emergency and Surge Support	\$0	\$0	\$0
MAC Bulk Moves	\$2,841	\$2,841	\$0
Isolated CBI Support	\$0	\$0	\$0
Future Projects and Services	\$0	\$0	\$0
Phase-Out Transition Support	\$0	\$0	
<b>TOTAL FUNDING</b>	<b>\$11,505,377</b>	<b>\$1,500,000</b>	<b>\$10,005,377</b>

### List of Attachments

Attachment No.	Attachment Title	Number of Pages
I - 7A	Task Order Under Optional CLIN	1

**Task Order Under Optional CLIN****CLIN No.: 0007 – MAC Bulk Moves****Task No. 7A****Title:** Updating the Infrastructure in the Andrew W. Breidenback Environmental Research Center (AWBEC) building in Cincinnati, OH**Task POC:** Rob Turnbull, (202) 566-1131, turnbull.rob@epa.gov**Scope:** Services to be performed under this task are outlined in the attached Task Statement of Work (TSOW). Work shall be performed in accordance with the contractor's quote dated December 4, 2012, which is approved and hereby incorporated by reference. Should any inconsistencies between the TSOW and the contractor's quote arise, the TSOW shall prevail.**Applicable Section of SOW:** 3.2.6 End User Computing Move/Add/Change (MAC) for MAC Bulk Moves**Task Price.** The fixed price of this task is \$2,841.00.**Task Type:** Firm-Fixed Price**Period of Performance:** December 6 – 7, 2012**Inspection and acceptance criteria:** Performance will be inspected and accepted in accordance with FAR 52.246-4, Inspection of Services—Fixed Price (AUG 1996), including conformance with the Service Level Agreements set forth in Appendix A.20 of the SOW.**Payment:** Payment shall be made within 30 calendar days of receipt of the contractor's monthly invoice and based on successful completion, inspection, and acceptance of the services required by the SOW as set forth in paragraph (d) below and in accordance with the following payment schedule:

CLIN	Description	Fixed Price	Quantity	Unit of Measure	Total Price
0007A	Updating the Infrastructure in the Andrew W. Breidenback Environmental Research Center (AWBEC) building in Cincinnati, OH	\$2,841.00	1	Job	\$2,841.00

**Invoicing instructions:** Invoices shall be submitted in accordance with section 6. Invoices – RTP Finance.**ODCs:** Not applicable**Terms, Conditions, and Clauses Specific to this Task:**

- Section 9. MONTHLY FIXED PRICE FINANCIAL REPORT
- Section 11. TASK ORDER SPECIAL TERMS AND CONDITIONS, unless designated as applicable to only T&M CLINS

## Task Statement of Work

### Task 7A

#### Updating the Infrastructure in the Andrew W. Breidenbach Environmental Research Center (AWBERC) building in Cincinnati, OH

##### Background:

EPA is currently updating the infrastructure in the Andrew W. Breidenbach Environmental Research Center (AWBERC) building in Cincinnati. The project, known as the Infrastructure Replacement Project (IRP), is managed by the Office of Administration and Resource Management's (OARM) Facilities Management and Services Division (FMSD). As a part of the IRP, EPA staff and contractors are periodically being relocated in the AWBERC complex in order to complete the infrastructure upgrades.

When IRP moves occur, EZ Tech is responsible for the disconnection and reconnection of EZ TECH computer equipment issued under the EZ TECH contract and a best effort to disconnect and reconnect computer equipment issued outside the EZ TECH contract such as handheld devices, printers, fax machines, keyboards, mice, speakers, microphones, docking stations, etc. EZ TECH laptops associated with a move will be collected and placed in secure storage, and then moved to the user's new location by EZ TECH. All other equipment will be moved by FMSD's contractor.

The current move will be broken into two phases as set forth in Table 1.

##### Disconnect EZ Tech/Reconnect EZ Tech:

The contractor shall provide disconnect/reconnect services for multiple EPA Program Offices at EPA's AWBERC building in Cincinnati for up to 43 employees (as of Dec 6, 2012 the move estimate provided by the IRP Team in Cincinnati lists 43 employees). There are network printers that will require disconnect EZ Tech and reconnect EZ Tech, as well. The total number will be determined by the Program Offices.

The move support service shall consist of disconnecting and reconnecting EZ TECH workstation components (i.e., laptops, port replicators/docking stations, CPUs, monitors, keyboards, mice, speakers, microphones, network cords, power/surge protection cords, printers, etc.). There may also be some non-EZ TECH equipment required for relocation support. All computer components are to be placed in a plastic bag (that FMSD will supply) and labeled accordingly to reflect the user's name and the destination location. Likewise, a label will need to be affixed to the associated laptop or desktop of the user to ensure it reaches the destination location. The labels with the user's name and destination location will be at each user's desk. Once disconnected and prepared for transport to the new location, the EZ TECH and non-EZ TECH equipment, excluding EZ TECH laptops, will be transported by FMSD's move contractor. EZ TECH contractors will store the EZ TECH laptops overnight, and move them to users' new locations the following day.

It is estimated that disconnect/reconnect EZ Tech for one technician can be completed within the time frames indicated below:

Disconnect EZ Tech - Four PCs per hour  
Reconnect EZ Tech - Three PCs per hour

##### Move Dates:

Disconnect EZ Tech and Reconnect EZ Tech for the specified number of employees will be on the following dates/times:

**Table 1: Disconnect and Reconnect Dates**

Disconnect EZ Tech	Reconnect EZ Tech	# of Employees
--------------------	-------------------	----------------

Date	Start Time	Date	Start Time	to be moved
December 6, 2012	12:00 pm (to be completed by 5:00 pm)	December 7, 2012	7:00 am	43 ORD = 33 OARM = 2 OW = 8

#### **Move Details:**

##### *Preparation*

A walk through shall be conducted prior to the disconnect/reconnect dates to verify and confirm the move information provided by the IRP Team in Cincinnati and to ensure that all equipment has been identified and labeled properly.

##### *Disconnect EZ Tech*

The contractor shall be responsible for disconnecting the user's workstation, including the cables, keyboard, mouse, microphone, speakers, etc. and placing them in a bag provided by FMSD. The monitor cord shall be taped to the top of the monitor with packing tape. Labels provided by the user shall be adhered to the bag containing the disconnected equipment and to the computer (desktop or laptop). The bag shall be placed next to the desktop unit or docking station. FMSD will instruct their movers to pick up the EZ TECH equipment – except for the EZ TECH laptops - and move to the new location. FMSD movers will begin moving equipment at 5 pm on the disconnect date identified in Table 1.

The EZ TECH contractor will collect and place all EZ TECH laptops associated with the move in a secure storage space in the AWBERC building provided by FMSD (access to the storage space will be limited to EZ TECH personnel from OEI and ECS and the AWBERC Security Guards). An accounting shall be kept of all the laptops that are removed from user's desks to be stored and of instances where the laptop is not present at the user's desk (and, therefore, not stored).

##### *Reconnect EZ Tech*

Reconnect EZ Tech shall begin at the time noted in Table 1 and continue until completed on that same day. The IRP Team will provide a list of any priority reconnect EZ Tech for a given day. Laptops will have to be collected from the secure storage space and taken to each user's new location. Each PC (desktop or laptop) and printer shall be tested to ensure that it is in good working order and ready for configuration. Cables shall be organized neatly and stowed using the system furniture cable management devices where provided to prevent unsightly display of cabling and allow the customer to sit at the system furniture without accidentally disconnecting cables.

#### **Printer Setup & Configuration:**

During the contractor's preparation walk through, network printers will need to be identified for follow-up coordination. This coordination will consist of obtaining current IP addresses and Network Object Names in order to determine whether new IP Addresses and Network Object Names will be required when printers are moved from the existing location to the new location identified by the appropriate Program Office.

If there needs to be a change made to either the IP Address or the Network Object Name, this coordination will need to be done by the contractor with the appropriate service providers (such as the Information Resources Management Division (IRMD) support group) to complete the move and setup of EZ TECH printers in the new location. This service includes:

1. Acquire IP address
2. Setup and configure printer device (unlock and input IP address and associated Default Gateway, Subnet Mask into device, if required)
3. Ensure device is connected to network and receives and sends a ping
4. Change printer names
5. Establish new Network Object Printer Name

6. Install drivers for all users in proximity
7. Test print jobs for each user

**Desktop Configuration and Quality Assurance**

The contractor shall configure the computers as necessary to work in the new location. Quality Assurance will need to be performed to ensure that when employees return to work they are able to use their computer.

The contractor shall test local printers and network printers and perform any other network and desktop configuration required to accommodate the change in location.

An accounting of the time needed to disconnect and reconnect individual users shall be kept by the contractor, and the user's Program Office shall be noted. Users will be from one of the following Program Offices: ORD, OW, and OARM.

**Update Systems Asset information:**

For each user associated with the move, the contractor will coordinate and oversee the updating of the associated EZ TECH registration IDs - in e-Business and Remedy - to reflect their new locations.



Back-up and Related Information can be  
found in corresponding

**OPTIONAL TASK DOCUMENTATION**  
folder

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 3
2. AMENDMENT/MODIFICATION NO. 008	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO. PR-OEI-13-00166	5. PROJECT NO. (If applicable)
6. ISSUED BY HPOD US Environmental Protection Agency Ariel Rios Building 1200 Pennsylvania Avenue, N. W. Mail Code: 3803R Washington DC 20460	CODE HPOD	7. ADMINISTERED BY (If other than Item 6) HPOD US Environmental Protection Agency Ariel Rios Building 1200 Pennsylvania Avenue, N. W. Mail Code: 3803R Washington DC 20460	CODE HPOD
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) ELECTRONIC CONSULTING SERVICES, INC. 2750 PROSPERITY AVENUE, SUITE 600 7032701540 FAIRFAX VA 220314312		(X) 9A. AMENDMENT OF SOLICITATION NO.	
		9B. DATED (SEE ITEM 11)	
		X 10A. MODIFICATION OF CONTRACT/ORDER NO. GS-35F-0601K EP-G12H-00442	
		10B. DATED (SEE ITEM 13) 07/30/2012	
CODE (b)(4)		FACILITY CODE	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required) Net Increase: \$4,975,000.00  
See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER (Specify type of modification and authority) Incremental Funding

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return 0 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

EZ TECH SERVICES

TOPO: Holly Fenderson

This modification provides \$4,975,000 in funding to incrementally fund the order.

Period of Performance: 08/01/2012 to 09/30/2013

Change Item 0001 to read as follows (amount shown is the total amount):

Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Paul Dawson
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED
15D. UNITED STATES OF AMERICA	16B. DATE SIGNED 12/13/12
(Signature of Contracting Officer)	

## CONTINUATION SHEET

REFERENCE NO. 0 DOCUMENT BEING CONTINUED  
GS-35F-0601K/EP-G12H-00442/008PAGE OF  
2 3NAME OF OFFEROR OR CONTRACTOR  
ELECTRONIC CONSULTING SERVICES, INC.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0001	Base Period Ceiling & Funding Incrementally Funded Amount: \$6,475,000.00  Accounting Info: 12-WR-H1DDIT1-ZZZHF8-2512-CCT00098-12H1CTS006-002 BFY: 12 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2512 Job #: CCT00098 DCN - Line ID: 12H1CTS006-002 Funding Flag: Partial Funded: \$0.00 Accounting Info: 13-WR-H1DDIT1-ZZZHF8-2515-CCT00442-13H1HIM007-001 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2515 Job #: CCT00442 DCN - Line ID: 13H1HIM007-001 Funding Flag: Partial Funded: \$0.00 Accounting Info: 13-WR-H1DDIT1-ZZZHF8-2515-CCT00442-13H1HIM025-001 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2515 Job #: CCT00442 DCN - Line ID: 13H1HIM025-001 Funding Flag: Partial Funded: \$4,975,000.00				18,334,437.00

**Title:** EZ Tech Services  
**Contract No:** GS-35F-0601K  
**Order No:** EP-G12H-00442

## CONTRACT

### Order Ceiling Amounts and Funding Allocation

Period ►	Base	Option Pd I*	Option Pd II*	Option Pd III*	Total
<b>Total Order Ceiling</b>	\$18,334,437	\$0	\$0	\$0	<b>\$18,334,437</b>
<b>Authorized Ceiling</b>	<b>\$11,505,377</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$11,505,377</b>
Remaining Ceiling	\$6,829,060	\$0	\$0	\$0	\$6,829,060
Amount Previously Funded	\$1,500,000	\$0	\$0	\$0	\$1,500,000
Funding This Action	\$4,975,000	\$0	\$0	\$0	\$4,975,000
<b>Total Funding</b>	<b>\$6,475,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$6,475,000</b>
Amount to Fully Fund Authorized Work	\$5,030,377	\$0	\$0	\$0	\$5,030,377

\*If exercised, the ceiling price(s) set forth in section 11.2 Option to Extend the Term of the Contract Fixed Price (EPAAR 1552.217-77) (OCT 2000) Deviation, paragraph (c) shall be applicable to their respective periods.

**a. Ceiling.** The "Total Order Ceiling" and "Authorized Ceiling" is set forth above for the applicable period. The contractor shall not exceed the "Authorized Ceiling" amount without prior written approval of the Contracting Officer via task order modification.

**b. Funding.** The "Total Funding" is set forth above for the applicable period. As a result of these available funds, effort expended by the contractor under this order shall not exceed the "Total Funding" amount. The Government is not obligated to reimburse the contractor for costs invoiced in excess of the amount of funding shown above.

### Authorized Ceiling and Funding Allocation by Contract Line Item Number

CLIN Description	Authorized Amount	Funded Amount	Amount To Fully Fund
Phase-In Transition Support	\$37,675	\$37,675	\$0
Basic Support	\$11,344,080	\$6,313,703	\$5,030,377
Ad Hoc and Emergency Support	\$120,781	\$120,781	\$0
High Computing Users	\$0	\$0	\$0
Users with Computers Connected to Laboratory Equipment	\$0	\$0	\$0
Additional Emergency and Surge Support	\$0	\$0	\$0
MAC Bulk Moves	\$2,841	\$2,841	\$0
Isolated CBI Support	\$0	\$0	\$0
Future Projects and Services	\$0	\$0	\$0
Phase-Out Transition Support	\$0	\$0	\$0
<b>TOTAL</b>	<b>\$11,505,377</b>	<b>\$6,475,000</b>	<b>\$5,030,377</b>

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		<b>1. CONTRACT ID CODE</b>		<b>PAGE OF PAGES</b>	
				1 3	
<b>2. AMENDMENT/MODIFICATION NO.</b>		<b>3. EFFECTIVE DATE</b>		<b>4. REQUISITION/PURCHASE REQ. NO.</b>	
009		See Block 16C		PR-OEI-13-00116	
<b>5. PROJECT NO. (If applicable)</b>		<b>6. ISSUED BY</b>		<b>7. ADMINISTERED BY (If other than Item 6)</b>	
		HPOD		HPOD	
HPOD US Environmental Protection Agency Ariel Rios Building 1200 Pennsylvania Avenue, N. W. Mail Code: 3803R Washington DC 20460		HPOD US Environmental Protection Agency Ariel Rios Building 1200 Pennsylvania Avenue, N. W. Mail Code: 3803R Washington DC 20460			
<b>8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)</b>		<b>9A. AMENDMENT OF SOLICITATION NO.</b>		<b>9B. DATED (SEE ITEM 11)</b>	
ELECTRONIC CONSULTING SERVICES, INC. 2750 PROSPERITY AVENUE, SUITE 600 7032701540 FAIRFAX VA 220314312					
<b>9C. DATED (SEE ITEM 11)</b>		<b>10A. MODIFICATION OF CONTRACT/ORDER NO.</b>		<b>10B. DATED (SEE ITEM 13)</b>	
		GS-35F-0601K EP-G12H-00442		07/30/2012	
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>					

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended. ☐ is not extended.  
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

**12. ACCOUNTING AND APPROPRIATION DATA (If required)** Net Increase: \$4,000,000.00  
See Schedule

**13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

<b>CHECK ONE</b>	<b>A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.</b>
	<b>B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).</b>
	<b>C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:</b>
	<b>D. OTHER (Specify type of modification and authority)</b>
X	Incremental Funding

**E. IMPORTANT:** Contractor ☒ is not. ☐ is required to sign this document and return 0 copies to the issuing office.

**14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)**

DUNS Number: (b)(4)  
EZ TECH SERVICES  
TOPO: Holly Henderson

This modification provides \$4,000,000 in funding to incrementally fund the order.

Period of Performance: 08/01/2012 to 09/30/2013

Change Item 0001 to read as follows (amount shown is the total amount):  
Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

<b>15A. NAME AND TITLE OF SIGNER (Type or print)</b>		<b>16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)</b>	
		Paul Dawson	
<b>15B. CONTRACTOR/OFFEROR</b>	<b>15C. DATE SIGNED</b>	<b>16B. UNITED STATES OF AMERICA</b>	<b>16C. DATE SIGNED</b>
(Signature of person authorized to sign)		(Signature of Contracting Officer)	12/20/12

## CONTINUATION SHEET

REFERENCE NO. O. DOCUMENT BEING CONTINUED  
GS-35F-0601K/EP-G12H-00442/009PAGE OF  
2 3NAME OF OFFEROR OR CONTRACTOR  
ELECTRONIC CONSULTING SERVICES, INC.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0001	Base Period Ceiling & Funding Incrementally Funded Amount: \$10,475,000.00  Accounting Info: 12-WR-H1DDIT1-ZZZHF8-2512-CCT00098-12H1CTS006-002 BFY: 12 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2512 Job #: CCT00098 DCN - Line ID: 12H1CTS006-002 Funding Flag: Partial Funded: \$0.00 Accounting Info: 13-WR-H1DDIT1-ZZZHF8-2515-CCT00442-13H1HIM007-001 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2515 Job #: CCT00442 DCN - Line ID: 13H1HIM007-001 Funding Flag: Partial Funded: \$0.00 Accounting Info: 13-WR-H1DDIT1-ZZZHF8-2515-CCT00442-13H1HIM025-001 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2515 Job #: CCT00442 DCN - Line ID: 13H1HIM025-001 Funding Flag: Partial Funded: \$0.00 Accounting Info: 13-WR-H1DDIT1-ZZZHF8-2512-CCT00010-13H1CTS005-001 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2512 Job #: CCT00010 DCN - Line ID: 13H1CTS005-001 Funding Flag: Partial Funded: \$4,000,000.00				18,334,437.00

**Title:** EZ Tech Services  
**Contract No:** GS-35F-0601K  
**Order No:** EP-G12H-00442

## CONTRACT

### Order Ceiling Amounts and Funding Allocation

Period ►	Base	Option Pd I*	Option Pd II*	Option Pd III*	Total
<b>Total Order Ceiling</b>	\$18,334,437	\$0	\$0	\$0	<b>\$18,334,437</b>
<b>Authorized Ceiling</b>	<b>\$11,505,377</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$11,505,377</b>
Remaining Ceiling	\$6,829,060	\$0	\$0	\$0	\$6,829,060
Amount Previously Funded	\$6,475,000	\$0	\$0	\$0	\$6,475,000
Funding This Action	\$4,000,000	\$0	\$0	\$0	\$4,000,000
<b>Total Funding</b>	<b>\$10,475,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$10,475,000</b>
Amount to Fully Fund Authorized Work	\$1,030,377	\$0	\$0	\$0	\$1,030,377

\*If exercised, the ceiling price(s) set forth in section 11.2 Option to Extend the Term of the Contract Fixed Price (EPAAR 1552.217-77) (OCT 2000) Deviation, paragraph (c) shall be applicable to their respective periods.

a. **Ceiling.** The "Total Order Ceiling" and "Authorized Ceiling" is set forth above for the applicable period. The contractor shall not exceed the "Authorized Ceiling" amount without prior written approval of the Contracting Officer via task order modification.

b. **Funding.** The "Total Funding" is set forth above for the applicable period. As a result of these available funds, effort expended by the contractor under this order shall not exceed the "Total Funding" amount. The Government is not obligated to reimburse the contractor for costs invoiced in excess of the amount of funding shown above.

### Authorized Ceiling and Funding Allocation by Contract Line Item Number

CLIN Description	Authorized Amount	Funded Amount	Amount To Fully Fund
Phase-In Transition Support	\$37,675	\$37,675	\$0
Basic Support	\$11,344,080	\$10,313,703	\$1,030,377
Ad Hoc and Emergency Support	\$120,781	\$120,781	\$0
High Computing Users	\$0	\$0	\$0
Users with Computers Connected to Laboratory Equipment	\$0	\$0	\$0
Additional Emergency and Surge Support	\$0	\$0	\$0
MAC Bulk Moves	\$2,841	\$2,841	\$0
Isolated CBI Support	\$0	\$0	\$0
Future Projects and Services	\$0	\$0	\$0
Phase-Out Transition Support	\$0	\$0	\$0
<b>TOTAL</b>	<b>\$11,505,377</b>	<b>\$10,475,000</b>	<b>\$1,030,377</b>



<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE		PAGE OF PAGES 1 2	
2. AMENDMENT/MODIFICATION NO. 010		3. EFFECTIVE DATE 01/04/2013		4. REQUISITION/PURCHASE REQ. NO. PR-OEI-13-00210	
5. PROJECT NO. (If applicable)		6. ISSUED BY HPOD		7. ADMINISTERED BY (If other than Item 6) HPOD	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)  ELECTRONIC CONSULTING SERVICES, INC. 2750 PROSPERITY AVENUE, SUITE 600 7032701540 FAIRFAX VA 220314312		9A. AMENDMENT OF SOLICITATION NO.		9B. DATED (SEE ITEM 11)	
9. AMENDMENT OF CONTRACT/ORDER NO. GS-35F-0601K EP-G12H-00442		10A. MODIFICATION OF CONTRACT/ORDER NO. GS-35F-0601K EP-G12H-00442		10B. DATED (SEE ITEM 13) 07/30/2012	
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS		12. ACCOUNTING AND APPROPRIATION DATA (If required) See Schedule		13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.	
CHECK ONE		A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.			
		B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).			
		C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:			
		D. OTHER (Specify type of modification and authority)			
X		Replace Funding to Correct Accounting Information			
E. IMPORTANT: Contractor <input checked="" type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return 0 copies to the issuing office.					
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)					
DUNS Number: (b)(4) EZ TECH SERVICES TOPO: Holly Fenderson					

This modification replaces funding to correct the Site/Project Code from CCT00010 to CCT00442 and the Budget Object Class (BOC) from 2512 to 2515 for the \$4,000,000 obligated via modification 0009, resulting in no change to the total funded amount. All other terms and conditions remain unchanged.

Period of Performance: 08/01/2012 to 09/30/2013  
Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Jessica White	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)		16B. UNITED STATES OF AMERICA  Jessica White (Signature of Contracting Officer)	
15C. DATE SIGNED		16C. DATE SIGNED 7 Jan 13	

## CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
GS-35F-0601K/EP-G12H-00442/010PAGE OF  
2 2NAME OF OFFEROR OR CONTRACTOR  
ELECTRONIC CONSULTING SERVICES, INC.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0001	<p>Change Item 0001 to read as follows (amount shown is the total amount):</p> <p>Base Period Ceiling &amp; Funding Incrementally Funded Amount: \$10,475,000.00</p> <p>Accounting Info: 12-WR-H1DDIT1-ZZZHF8-2512-CCT00098-12H1CTS006-002 BFY: 12 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2512 Job #: CCT00098 DCN - Line ID: 12H1CTS006-002 Funding Flag: Partial Funded: \$0.00</p> <p>Accounting Info: 13-WR-H1DDIT1-ZZZHF8-2515-CCT00442-13H1HIM007-001 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2515 Job #: CCT00442 DCN - Line ID: 13H1HIM007-001 Funding Flag: Partial Funded: \$0.00</p> <p>Accounting Info: 13-WR-H1DDIT1-ZZZHF8-2515-CCT00442-13H1HIM025-001 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2515 Job #: CCT00442 DCN - Line ID: 13H1HIM025-001 Funding Flag: Partial Funded: \$0.00</p> <p>Accounting Info: 13-WR-H1DDIT1-ZZZHF8-2512-CCT00010-13H1CTS005-001 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2512 Job #: CCT00010 DCN - Line ID: 13H1CTS005-001 Funding Flag: Partial Funded: -\$4,000,000.00</p> <p>Accounting Info: 13-WR-H1DDIT1-ZZZHF8-2515-CCT00442-13H1HIM029-001 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2515 Job #: CCT00442 DCN - Line ID: 13H1HIM029-001 Funding Flag: Partial Funded: \$4,000,000.00</p>				18,334,437.00

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE		PAGE OF PAGES 1 4	
2. AMENDMENT/MODIFICATION NO. 011		3. EFFECTIVE DATE 02/14/2013		4. REQUISITION/PURCHASE REQ. NO.	
5. PROJECT NO. (If applicable)		6. ISSUED BY HPOD US Environmental Protection Agency Ariel Rios Building 1200 Pennsylvania Avenue, N. W. Mail Code: 3803R Washington DC 20460		7. ADMINISTERED BY (If other than Item 6) CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) ELECTRONIC CONSULTING SERVICES, INC. 2750 PROSPERITY AVENUE, SUITE 600 7032701540 FAIRFAX VA 220314312		(X) 9A. AMENDMENT OF SOLICITATION NO.		9B. DATED (SEE ITEM 11)	
CODE (b)(4)		FACILITY CODE		10A. MODIFICATION OF CONTRACT/ORDER NO. GS-35F-0601K EP-G12H-00442 10B. DATED (SEE ITEM 13) 07/30/2012	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended. ☐ is not extended.  
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: OPTION ITEM 0009 - Future Projects and Services, Section 5. ORDERING UNDER OPTIONAL CLINS
X	D. OTHER (Specify type of modification and authority) Section 10. CONTRACT ADMINISTRATION REPRESENTATIVES, Mutual Agreement of the Parties
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input checked="" type="checkbox"/> is required to sign this document and return _____ 1 _____ copies to the issuing office.	

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

DUNS Number: (b)(4)

EZ TECH SERVICES

TOPO: Holly Fenderson

This modification recognizes the contractor's name change from Electronic Consulting Services, Inc. to ECS Federal, Inc., updates section 10. CONTRACT ADMINISTRATION REPRESENTATIVES to replace Paul Dawson with Bradley Austin as Contracting Officer, adds the following clauses to section 11 of the order: 11. 14 Incrementally Funded CLINs and 11.15 Limitation of Government's Obligation, and exercises OPTION ITEM ON ITEM 0009 - Future Projects and Services to add Task 9A for preparing a Deployment and Technology Refresh Strategy Plan.

Period of Performance: 08/01/2012 to 09/30/2013

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) KAT J. SURBER VP & DIRECTOR OF CONTRACTS		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Jessica White	
15B. CONTRACTOR/OFFEROR (Signature of Contractor)	15C. DATE SIGNED 05/3/13	16B. UNITED STATES OF AMERICA (Signature of Contracting Officer)	16C. DATE SIGNED 5/22/13

Title: EZ Tech Services  
Contract No: GS-35F-0601K  
Order No: EP-G12H-00442

## CONTRACT

### Order Ceiling Amounts and Funding Allocation

Period ►	Base	Option Pd I*	Option Pd II*	Option Pd III*	Total
<b>Total Order Ceiling</b>	<b>\$18,334,437</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$18,334,437</b>
<b>Authorized Ceiling</b>	<b>\$11,509,877</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$11,509,877</b>
<b>Remaining Ceiling</b>	<b>\$6,824,560</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$6,824,560</b>
<b>Amt Previously Funded</b>	<b>\$10,475,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$10,475,000</b>
<b>Funding This Action</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Total Funding</b>	<b>\$10,475,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$10,475,000</b>
<b>Amt to Fully Fund Authorized Work</b>	<b>\$1,034,877</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$1,034,877</b>

\*If exercised, the ceiling price(s) set forth in section 11.2 Option to Extend the Term of the Contract Fixed Price (EPAAR 1552.217-77) (OCT 2000) Deviation, paragraph (c) shall be applicable to their respective periods.

**a. Ceiling.** The "Total Order Ceiling" and "Authorized Ceiling" is set forth above for the applicable period. The contractor shall not exceed the "Authorized Ceiling" amount without prior written approval of the Contracting Officer via task order modification.

**b. Funding.** The "Total Funding" is set forth above for the applicable period. As a result of these available funds, effort expended by the contractor under this order shall not exceed the "Total Funding" amount. The Government is not obligated to reimburse the contractor for costs invoiced in excess of the amount of funding shown above.

### Authorized Ceiling and Funding Allocation by Contract Line Item Number

CLIN Description	Authorized Amount	Funded Amount	Amount To Fully Fund
Phase-In Transition Support	\$37,675	\$37,675	\$0
Basic Support	\$11,344,080	\$10,313,703	\$1,030,377
Ad Hoc and Emergency Support	\$120,781	\$120,781	\$0
High Computing Users	\$0	\$0	\$0
Users with Computers Connected to Laboratory Equipment	\$0	\$0	\$0
Additional Emergency and Surge Support	\$0	\$0	\$0
MAC Bulk Moves	\$2,841	\$2,841	\$0
Isolated CBI Support	\$0	\$0	\$0
Future Projects and Services	\$4,500	\$4,500	\$0
Phase-Out Transition Support	\$0	\$0	\$0
<b>TOTAL</b>	<b>\$11,509,877</b>	<b>\$10,475,000</b>	<b>\$1,034,877</b>

### List of Modification Attachments

Attachment No.	Attachment Title	Number of Pages
N/A	Change-of-Name Agreement	4
I - 9A	Task Order Under Optional CLIN	2

I. Pursuant to FAR 42.1205, the Government recognizes the contractor's name change from Electronic Consulting Services, Inc. to ECS Federal, Inc. The Change-of-Name Agreement is attached hereto.

II. Section 10. CONTRACT ADMINISTRATION REPRESENTATIVES is modified as follows:

**10. CONTRACT ADMINISTRATION REPRESENTATIVES**

Contract Specialist(s) responsible for administering this contract:

**Contracting Officer:**

Bradley Austin  
USEPA Headquarters  
Ariel Rios Building  
1200 Pennsylvania Avenue, N. W.  
**Mail Code:** 3803R  
Washington, DC 20460  
Office: (202) 564-5574  
Email: austin.bradley@epa.gov

**Contract Specialist:**

Jessica White  
USEPA Headquarters  
Ariel Rios Building  
1200 Pennsylvania Avenue, N. W.  
**Mail Code:** 3803R  
Washington, DC 20460  
Office: (202) 564-1783  
Email: white.jessica@epa.gov

III. The following clauses are added to section 11. **TASK ORDER SPECIAL TERMS AND CONDITIONS** of the contract:

**11. 14 Incrementally Funded CLINs**

(a) Upon receipt of the contractor's notice under paragraph (c) of the clause Limitation of Government's Obligation, the Contracting Officer shall promptly provide written notice to the contractor that the Government is—

(1) Allotting additional funds for continued performance and increasing the Government's limitation of obligation in a specified amount;

(2) Terminating the contract; or

(3) Considering whether to allot additional funds; and

(i) The contractor is entitled by the contract terms to stop work when the Government's limitation of obligation is reached; and

(ii) Any costs expended beyond the Government's limitation of obligation are at the contractor's risk.

(b) Upon learning that the contract will receive no further funds, the Contracting Officer shall promptly give the contractor written notice of the Government's decision and terminate for the convenience of the Government.

(c) The Contracting Officer shall ensure that, in accordance with paragraph (b) of the clause Limitation of Government's Obligation, sufficient funds are allotted to the contract to cover the total amount payable to the

contractor in the event of termination for the convenience of the Government.

#### **11.15 Limitation of Government's Obligation**

(a) One or more CLINs are incrementally funded. For these CLINs, **\$1,500,000.00** of the total price is the amount currently obligated, available for payment, and allotted to this contract. A projected allotment schedule is set forth in the Funding Allocation by Contract Line Item Number section of the contract. However, the Government may at any time allot additional funds for the performance of these CLINs.

(b) For incrementally funded **fixed price** CLINs, the Contractor agrees to perform up to the point at which the total amount payable by the Government determined on a pro-rated per diem basis does not exceed the total amount of funding currently allotted to those CLINs. For incrementally funded **time-and-material** CLINs, the Contractor agrees to perform up to the point at which all costs incurred do not exceed the total amount of funding currently allocated to those CLINs. The Contractor is not required to continue work on any CLIN beyond the funded amount and the Government shall not be required in any event to pay the Contractor in excess of the funded amount allotted to any CLIN.

(c) Notwithstanding the dates specified in the allotment schedule in paragraph (a) of this clause, the Contractor shall notify the Contracting Officer in writing at least 30 days prior to the date when, in the Contractor's best judgment, the work will reach the point at which the total amount payable by the Government will reach 85 percent of the total amount of funding allotted to the contract for performance of the applicable CLINs. The Contractor notification shall provide: (1) the estimated date when that point will be reached; and (2) an estimate of additional funding, if any, needed to continue performance of applicable CLINs up to the next scheduled date for allotment of funds identified in paragraph (a) of this clause, or up to a mutually agreed upon substitute date. The notification shall also advise the Contracting Officer of the estimated amount of additional funds that will be required for the timely performance of the items funded pursuant to this clause, for a subsequent period as may be specified in the allotment schedule in paragraph (a) of this clause or otherwise agreed to by the parties. If, after such notification, additional funds are not allotted by the date identified in the Contractor's notification, or by a mutually agreed substitute date, the Contracting Officer will terminate any item(s) for which additional funds have not been allotted, pursuant to the clause of this contract entitled "Termination for Convenience of the Government."

(d) When additional funds are allotted for continued performance of the incrementally funded CLINs, the parties will agree to the period of contract performance which will be covered by the funds. The provisions of paragraphs (b) and (c) of this clause will apply in like manner to the additional allotted funds and mutually agreed date, and the contract will be modified accordingly.

(e) The termination provisions of this clause do not limit the rights of the Government under the clause entitled "Default." This clause no longer applies once the contract is fully funded.

(f) Nothing in this clause affects the right of the Government to terminate this contract pursuant to the clause of this contract entitled "Termination for the Convenience of the Government." Furthermore, in the event of a termination for convenience of the contract, for incrementally funded CLINs, the Government's liability is limited to the total amount allotted and obligated for those CLINs as of the date of such termination.

IV. The following CLINs are hereby exercised:

#### **OPTION ITEM 0009 – Future Projects and Services**

**Task 9A - Deployment and Technology Refresh Strategy Plan** is hereby issued under the aforementioned CLIN. See attachment I-9A.



## CHANGE-OF-NAME AGREEMENT

ECS Federal, Inc. (f/k/a Electronic Consulting Services, Inc.) (Contractor), a corporation duly organized and existing under the laws of the State of Florida, and the UNITED STATES OF AMERICA (Government), enter into this Agreement as of December 4, 2012.

### (a) THE PARTIES AGREE TO THE FOLLOWING FACTS:

(1) The Government, represented by various Contracting Officers of the Environmental Protection Agency, has entered into certain contracts and purchase orders with the Electronic Consulting Services, Inc., as shown in the attached list marked 'Exhibit A' and incorporated in this Agreement by reference. The term *the contracts*, as used in this Agreement, means the above contracts and purchase orders and all other contracts and purchase orders, including all modifications, made by the Government and the Contractor before the effective date of this Agreement (whether or not performance and payment have been completed and releases executed if the Government or the Contractor has any remaining rights, duties, or obligations under these contracts and purchase orders).

(2) Electronic Consulting Services, Inc., by an amendment to its certificate of incorporation, dated December 4, 2012, has changed its corporate name to ECS Federal, Inc.

(3) This amendment accomplishes a change of corporate name only and all rights and obligations of the Government and of the Contractor under the contracts are unaffected by this change.

(4) Documentary evidence of this change of corporate name has been filed with the Government.

### (b) IN CONSIDERATION OF THESE FACTS, THE PARTIES AGREE THAT—

(1) The contracts covered by this Agreement are amended by substituting the name "ECS Federal, Inc." for the name "Electronic Consulting Services, Inc." wherever it appears in the contracts; and

(2) Each party has executed this Agreement as of the day and year first above written.



UNITED STATES OF AMERICA,

By: Jessica M. White

Title: Contracting Officer

ECS Federal, Inc.,

By: [Signature]

Title: Director of Contracts

**Task Order Under Optional CLIN**

**CLIN No.:** 0009 – Future Projects and Services

**Task No.** 9A

**Title:** Deployment and Technology Refresh Strategy Plan

**Task POC:** Willie Abney, (202) 566-1366, abney.willie@epa.gov

**Scope:** Services to be performed under this task are described in section 3.2.12 of the SOW, as follows:

The SP shall:

- a) Work with EPA/COR to develop and implement a Technology Refresh Plan to replace EPA computing hardware as warranties expire in coordination with EPA.
- b) Review the asset inventory and produce a report and schedule of assets to be refreshed in the upcoming cycle.
- c) Provide a 5 business day review period for COR review of the Technology Refresh Plan and shall incorporate feedback from the COR in the final version within 10 business days of receiving COR input. The SP shall incorporate feedback from the COR and provide the COR with a final Technology Refresh Plan for review and approval.

The plan shall be prepared in accordance with the attached Task Statement of Work (TSOW) and in accordance with the contractor's quote dated February 6, 2013, which is approved and hereby incorporated by reference. Should any inconsistencies between the TSOW and the contractor's quote arise, the TSOW shall prevail.

After the Technology Refresh Plan has been approved, this task will be modified to set forth the requirements for implementing the strategy in accordance with section 3.2.12 of the SOW.

**Deliverable(s):** The draft plan is due by COB (5:00 pm) on Friday, February 15, 2013. The final plan is due within 10 business days of receiving COR input.

**Applicable Section of SOW:** 3.2.12 Desktop and Configuration Management Deployment and Technology Refresh Strategy

**Task Price.** The fixed price of this task is \$4,500.00.

**Task Type:** Firm-Fixed Price

**Period of Performance:** February 6 – March 11, 2013

**Inspection and acceptance criteria:** Performance will be inspected and accepted in accordance with FAR 52.246-4, Inspection of Services—Fixed Price (AUG 1996), including conformance with the Service Level Agreements set forth in Appendix A.20 of the SOW.

**Payment:** Payment shall be made within 30 calendar days of receipt of the contractor's monthly invoice and based on successful completion, inspection, and acceptance of the final plan and in accordance with the following payment schedule:

CLIN	Description	Fixed Price	Quantity	Unit of	Total Price
------	-------------	-------------	----------	---------	-------------

**Task Order Under Optional CLIN****CLIN No.: 0009 – Future Projects and Services****Task No. 9A**

				Measure	
009A	Deployment and Technology Refresh Strategy Plan	\$4,500.00	1	Job	\$4,500.00

**Invoicing instructions:** Invoices shall be submitted in accordance with section 6. Invoices – RTP Finance.

**ODCs:** Not applicable

**Terms, Conditions, and Clauses Specific to this Task:**

- Section 9. MONTHLY FIXED PRICE FINANCIAL REPORT
- Section 11. TASK ORDER SPECIAL TERMS AND CONDITIONS, unless designated as applicable to only T&M CLINS

## **Task Statement of Work**

### **Task 9A**

#### **Deployment and Technology Refresh Strategy Plan**

##### **Scope:**

The Enterprise Desktop Solutions Division (EDSD) developed a strategy for deploying Windows 7 and conducting a hardware refresh for the approximately 12,000 EZ Tech users in the Agency. In developing the strategy there are five major project constraints driving the schedule:

1. Implementation is to be completed in a span of two years leveraging a mix of Windows 7 and Hardware Refresh
2. April 8, 2014: Windows XP will no longer be supported after April 2014.
3. User Experience and User Impact.
4. Windows MDT infrastructure not in place in all remote locations.
5. IT Technology Blanket Purchase Agreement (BPA): BPA is expected to be awarded no earlier than mid-March 2013 (90 days after announcement).

##### **Recommendation and Proposed Methodology:**

1. EPA Headquarters (HQ) locations in the Washington DC area (i.e., within the I-495 "Beltway"): existing systems will receive in-place Windows 7 upgrades. In-place Windows 7 upgrades occur June 2013 through March 2014.
  - a. 7,700 device upgrade process will be driven by location (building) and program office.
  - b. 900 in-place upgrades per month or 45 per day
  - c. Ability to offer VIP hardware refresh rather than in-place upgrades.
  - d. Hardware refresh will occur in the same sequence between March 2014 and May 2015.
2. Remote locations: hardware refresh, new systems imaged with Windows 7.
  - a. 500 hardware refreshes per month or 25 per day
  - b. Provides the ability to deploy Windows 7 imaging infrastructure at remote sites
3. OECA CID: will be upgraded on different track as the devices will be mailed out and refreshed 10 per day.

##### **Justification:**

1. Consistency:  
No one office is treated differently by receiving only hardware or in-place.  
Determining which users receive in-place upgrades or hardware refresh,  
Each program office now has in-place and hardware upgrade.
2. Simplified internal processes:  
One approach for remote locations and one for locations inside the Beltway (D.C. and VA)
3. Logistics:  
Unified site deployment rather than resources being spread throughout or multiple times
4. Coordination:  
Unified communication to Program Offices by site and users
5. Resources:  
Reduced number of Federal employees required for in-place upgrades. Contractor will not have to vary staffing levels.  
Greater number of technicians in D.C. to deal with older hardware, larger back up inventory to replace failed machines
6. Blanket Purchase Agreement:  
Award timing is less of a factor as the 1<sup>st</sup> two months of deployment can be rolled into later months.

##### **Dependencies:**

1. Window 7 imaging infrastructure:  
Remote site hardware deployment will be driven by imaging infrastructure being in place
2. OARM coordination:

Available storage rooms / space for legacy and new hardware  
 CTS buyout needs to be completed for OARM to conduct a legacy inventory  
 Ensuring security guards are aware of deployment schedule

3. Hardware BPA:

Needs to be awarded 90 days prior to 1<sup>st</sup> hardware deployment

**Milestones:**

Activities  
 Repeats –  
 Starting 3  
 months prior to  
 Deployment

<b>Hardware Refresh Activities</b>	<b>Planned Dates/ Activity Order</b>
Coordination with Facilities	On-going
Coordination with SIOs / Program Offices (PO)	February 6 <sup>th</sup> – March 15 <sup>th</sup>
<ul style="list-style-type: none"> <li>QTS February Meeting (Plan, Product, POC)</li> </ul>	February 6 <sup>th</sup>
<ul style="list-style-type: none"> <li>SIO Communication (Global approach)</li> </ul>	Mid February
<ul style="list-style-type: none"> <li>Targeted POC Communications for 1<sup>st</sup> Remote Site Locations</li> </ul>	Late February to Early March
<ul style="list-style-type: none"> <li>Open House / Demo Models</li> </ul>	April 2013– 2015
Hardware BPA announcement	90 days prior to 1 <sup>st</sup> hardware deployment
SIOs submit their hardware order for users	Week after RPIO's Open House
Validation of Order	Directly after receiving order form
User Communication	Two months prior to deployment
<ul style="list-style-type: none"> <li>Introductory emails</li> </ul>	Series beginning two months prior to deployment
<ul style="list-style-type: none"> <li>Pre-migration Survey</li> </ul>	Two weeks prior to deployment
<ul style="list-style-type: none"> <li>Post-migration Survey</li> </ul>	Less than one week after deployment
Procurement Order Submitted	Immediately after validation
Delivery of order by Vendor	30 days after Procurement submitted
Inventory Processing	Day of deliver for ~ 4 weeks
Coordination of Order Delivery to Building	After completion of inventory process
Deployment	1 <sup>st</sup> day of each month for the entire month through March 2015
Migration Activities (file backups, add-on applications)	Date of scheduled migration
Hardware Sanitization	5 days after deployment date
<b>Windows 7 In-Place Upgrade Activities</b>	<b>Planned Dates/ Activity Order</b>
Coordination with Facilities	On-going
Coordination with SIOs / Program Offices (PO)	February 6 <sup>th</sup> – March 15 <sup>th</sup>
<ul style="list-style-type: none"> <li>QTS February Meeting (Plan, Product, POC)</li> </ul>	February 6 <sup>th</sup>

<ul style="list-style-type: none"> <li>• SIO Communication (Global approach)</li> </ul>	Mid February
<ul style="list-style-type: none"> <li>• Targeted POC Communications for 1<sup>st</sup> Remote Site Locations</li> </ul>	Late February
<ul style="list-style-type: none"> <li>• Open House / Demo Models</li> </ul>	March 2013– 2015
User Communication	Two months prior to deployment
<ul style="list-style-type: none"> <li>• Introductory emails</li> </ul>	Series beginning two months prior to deployment
<ul style="list-style-type: none"> <li>• Pre-migration Survey</li> </ul>	Two weeks prior to deployment
<ul style="list-style-type: none"> <li>• Post-migration Survey</li> </ul>	Less than one week after deployment
Migration Activities (file backups, add-on applications)	Date of scheduled migration
Deployment	1 <sup>st</sup> day of each month for the entire month through March 2014

## High Level Windows 7 Deployment Schedule:

		Year 1											
Location	Totals	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	
Ada, OK	129	129											
Ann Arbor, MI	588									588			
Athens, GA	161		161										
Bay St Louis, MS	34			34									
Cincinnati, OH	981							500	481				
Corvallis, OR	156				156								
Denver, CO	132					132							
Duluth, MN	158						158						
Edison, NJ	52												
Grosse Ile, MI	20								20				
Gulf Breeze, FL	134										134		
Las Vegas, NV	219										219		
Montgomery, AL	64										64		
Narragansett, RI	127										127		
Newport, OR	33						33						
RTP, NC	2264	400	400	400	400	400	264						
Stennis, MS	3						3						
Arlington, VA	1669								857	814			
Washington D.C.	5800	714	727	736	780	566	797	865				500 514	
	Hardware	529	561	434	556	532	458	500	481	588	544	500 514	
	In-Place Upgrade	714	727	736	780	566	797	865	857	814	0	0 0	

[illegible]



**Risks:**

Risk	Mitigation Strategy
Resources	Federal employees - putting out more detailed positions. Contractor - contract modification being done in time.
OARM Coordination	Early communication and agreed approach to CTS buy-out and decal deployment.
CTS Buy Out	Two phased approach and finding space to house old equipment until OARM is ready.

**Considerations:**

Historical data from the CTS hardware refresh was also used in developing the strategy. Data such as:

1. Timeframe: One Year - October 2008 to September 2009.
2. Hardware warranty: The current user computer's warranty has or will expire this year.
  - i. Jan 2012 - 2,552 computers.
  - ii. June 2013 - 10,102 computers.
  - iii. September 2013 - 12,168 computers.
3. Approach: Full hardware upgrade conducted during business hours; Headquarters was a combined deployment of day and night.
4. Average deployments a month for two of the largest sites:
  - i. Headquarters: 1,072.
  - ii. Research Triangle Park: 189.
5. Average deployments per day:

	November	December	January	February
Nationwide	26.65	16.57	18.55	64.42
Headquarters	26.65	16.57	19.18	47.47

6. Number of Washington, DC technicians: 23 a day (8 in morning and 15 at night)
7. Lessons learned:
  - i. Communications:
    1. Site communication in advance (6 months).
    2. Develop strategy and communication plan with consistent message.
    3. Identify user and POC responsibility and communicate it to them.
    4. Conduct user acceptance, road shows, brown bags, walk around.
  - ii. Infrastructure:
    1. Tools in place (e.g., Remedy, patching, BigFix, Remote Assist).
    2. IT freeze on infrastructure changes at site.
  - iii. Logistics:
    1. Coordination with partners (Security, Facilities, Program Offices).
    2. Coordination with vendors.
    3. Space (contractor seating, staging, old / new equipment, and processing).

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE		PAGE OF PAGES 1 4	
2. AMENDMENT/MODIFICATION NO. 012		3. EFFECTIVE DATE 05/23/2013		4. REQUISITION/PURCHASE REQ. NO.	
5. PROJECT NO. (If applicable)		6. ISSUED BY HPOD US Environmental Protection Agency Ariel Rios Building 1200 Pennsylvania Avenue, N. W. Mail Code: 3803R Washington DC 20460		7. ADMINISTERED BY (If other than Item 6) CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) ELECTRONIC CONSULTING SERVICES, INC. 2750 PROSPERITY AVENUE, SUITE 600 7032701540 FAIRFAX VA 220314312		(X) 9A. AMENDMENT OF SOLICITATION NO.		9B. DATED (SEE ITEM 11)	
CODE (b)(4)		FACILITY CODE		X 10A. MODIFICATION OF CONTRACT/ORDER NO. GS-35F-0601K EP-G12H-00442 10B. DATED (SEE ITEM 13) 07/30/2012	

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended. ☐ is not extended.  
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

**12. ACCOUNTING AND APPROPRIATION DATA (If required)**

See Schedule

**13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: EPA-H-42-103, Temporary Closure of EPA Facilities
X	D. OTHER (Specify type of modification and authority) Section 10. CONTRACT ADMINISTRATION REPRESENTATIVES, Mutual Agreement of the Parties

E. IMPORTANT: Contractor ☐ is not ☒ is required to sign this document and return \_\_\_\_\_ 1 \_\_\_\_\_ copies to the issuing office.

**14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)**

DUNS Number: (b)(4)  
EZ TECH SERVICES  
TOPO: Holly Fenderson

This modification updates section 10. CONTRACT ADMINISTRATION REPRESENTATIVES to modify the Technical Points of Contact (TPOC) and adds the following clause to section 11 of the order: 11. 16 Temporary Closure of EPA Facilities (EPA-H-42-103).

Period of Performance: 08/01/2012 to 09/30/2013

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) (b)(4) Contracts Administrator II Brett Surber		15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Jessica White	
15B. CONTRACTOR/OFFEROR (b)(4)		15C. DATE SIGNED 5/23/13	
15B. CONTRACTOR/OFFEROR (b)(4)		15C. DATE SIGNED 5/23/13	
15B. CONTRACTOR/OFFEROR (b)(4)		15C. DATE SIGNED 5/23/13	

II. Section 10. CONTRACT ADMINISTRATION REPRESENTATIVES, Technical Points of Contact (TPOC) is modified to read as follows:

**10. CONTRACT ADMINISTRATION REPRESENTATIVES**

**Technical Points of Contact (TPOC):**

Title	Name	Phone	Email
Service Manager	Terri Griner	(202) 566-1960	Griner.terri@epa.gov
Service Desk/OPS Manager	Willie Abney	(202) 566-0552	Lee.stephanie@epa.gov
Deployment Manager	Rob Turnbull	(202) 566-1131	Turnbull.rob@epa.gov
Quality Manager	Ronald Vormwald	(702) 218-6551	Vormwald.ronald@epa.gov
	*	*	*
Engineering Manager	Sam Ahad	(202) 566-2128	Ahad.sam@epa.gov
Hardware Refresh Manager	*	*	*
	(HQ) Ming Chang (Remote Sites)	(202) 566-0619	Chang.ming@epa.gov
Business Relationship Manager	Ronald Vormwald (Central & West Coast Support)	(702) 218-6551	Vormwald.ronald@epa.gov
	Daniele Albergottie (Central & East Coast Support)	(202) 566-1550	Albergottie.daniele@epa.gov
	Rose Ann Clark (DC Support)	(202) 564-1369	Clark.roseann@epa.gov
	Ming Chang (DC Support & Special Projects)	(202) 566-0619	Chang.ming@epa.gov
	Tia Green (Transition)	(202) 564-6333	Green.tia@epa.gov
Inventory Specialist	*	*	*

\* To be inserted by the government as individuals are identified.

III. The following clause is added to section 11. **TASK ORDER SPECIAL TERMS AND CONDITIONS** of the contract:

**11.16 Temporary Closure of EPA Facilities (EPA-H-42-103)**

(a)(1) The Environmental Protection Agency observes the following days as federal holidays. The term "Federal holidays" as used in this clause shall mean only the following enumerated days and any other days hereafter declared National holidays by the President of the United States. Holidays falling on a Sunday will be observed on the following Monday. Holidays falling on a Saturday will be observed on the preceding Friday.

January 1	- New Year's Day
January	- Third Monday - Martin Luther King Day
February	- Third Monday - Washington's Birthday
May	- Last Monday - Memorial Day
July 4	- Independence Day

**EZ TECH SERVICES**

**GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442**

---

September - First Monday - Labor Day  
October - Second Monday - Columbus Day  
November 11 - Veterans Day  
November - Fourth Thursday - Thanksgiving Day  
December 25 - Christmas Day

(2) Holiday observances of such days by Government personnel shall not be cause for additional period of performance or entitlement to compensation except as set forth in the contract. If the Contractor's personnel work on a holiday, no form of holiday or other premium compensation will be reimbursed either as a direct or indirect cost, unless authorized pursuant to an overtime clause elsewhere in the contract.

(b)(1) EPA may close an EPA facility for all or a portion of a business day as a result of:

- (i) Granting administrative leave to non-essential EPA employees (e.g., unanticipated holiday);
- (ii) Inclement weather;
- (iii) Failure of Congress to appropriate operational funds;
- (iv) Any other day designated by Federal law, Executive Order or Presidential Proclamation; or
- (v) Other reason as determined by the EPA (e.g., designated furlough day for federal workers).

(2) In such cases, Contractor personnel not determined by the Contracting Officer to be excepted (e.g., not performing mission-critical round-the-clock services/tasks) who are not already on duty at the facility shall not report to the facility. Such Contractor personnel already present shall be dismissed and shall leave the facility.

(3) The Contractor agrees to continue to provide sufficient personnel to perform round-the-clock requirements of mission-critical services/tasks already in operation or scheduled for performance during the period in which EPA employees are dismissed, and shall be guided by any specific instructions of the Contracting Officer or his/her duly authorized representative. In formulating instructions the Contracting Officer or authorized representative may consider recommendations from regional/local EPA facilities management/operations staff.

(c) When Contractor personnel services are not required or provided due to closure of an EPA facility as described in paragraph (b), the contract price may, at the discretion of the Contracting Officer, be adjusted as follows:

(1) For fixed-price contracts, deductions in the Contractor's price will be computed as appropriate for the particular firm fixed price contract in question, e.g.,

- (i) The deduction rate in dollars per day will be equal to the per-month contract price divided by 21 days per month. (In this example, the 21-days-per-month figure was calculated as follows: 365 calendar days/year - 10 Federal holidays - 104 Saturdays/Sundays = 251 days/12 months = 20.92 days/month, rounded up to 21 days/month)
- (ii) The deduction rate in dollars per day will be multiplied by the number of days services are not required or provided. If services are provided for portions of days, appropriate adjustment will be made by the Contracting Officer to ensure that the Contractor is compensated for services provided.

(2) For cost-reimbursement, time-and-materials and labor-hour type contracts, EPA shall not reimburse, as direct costs, salaries or wages of Contractor personnel for the period during which such personnel are dismissed from, or do not have access to, the facility.

(d) The Contractor shall place identical requirements, including this paragraph, in all subcontracts that require performance of work on-site unless otherwise instructed by the Contracting Officer.

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>			1. CONTRACT ID CODE		PAGE OF PAGES 1 5	
2. AMENDMENT/MODIFICATION NO. 013		3. EFFECTIVE DATE 07/18/2013		4. REQUISITION/PURCHASE REQ. NO. PR-OEI-13-00656		5. PROJECT NO. (If applicable)
6. ISSUED BY HPOD US Environmental Protection Agency Ariel Rios Building 1200 Pennsylvania Avenue, N. W. Mail Code: 3803R Washington DC 20460		7. ADMINISTERED BY (If other than Item 5) CODE				
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) ELECTRONIC CONSULTING SERVICES, INC. 2750 PROSPERITY AVENUE, SUITE 600 7032701540 FAIRFAX VA 220314312		(x) 9A. AMENDMENT OF SOLICITATION NO.				
		9B. DATED (SEE ITEM 11)				
		x 10A. MODIFICATION OF CONTRACT/ORDER NO. GS-35F-0601K EP-G12H-00442				
		10B. DATED (SEE ITEM 13) 07/30/2012				
CODE (b)(4)	FACILITY CODE					

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended. ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)  
See Schedule Net Increase: \$491,139.00

**13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: OPTION ITEM 0009 - Future Projects and Services; Section 5. ORDERING UNDER OPTIONAL CLINS
X	D. OTHER (Specify type of modification and authority) Section 42.1 of CMM; Mutual Agreement of the Parties

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 1 copies to the issuing office.

**14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)**

DUNS Number: (b)(4)

EZ TECH SERVICES


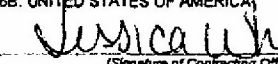
TOPO: Holly Fenderson

This modification incrementally exercises OPTION ITEM ON ITEM 0009 - Future Projects and Services to add Task 9A.I for the Windows 7 Upgrade, updates section 10. CONTRACT AMINISTRATION REPRESENTATIVES to set forth the Technical Points of Contact for this task order and move the Technical Point of Contact information from this clause to a task order attachment. As a result, Attachment IX, Technical Points of Contact, attached hereto, is added to the task order.

Period of Performance: 08/01/2012 to 09/30/2013

Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) BRET J. SURREY DIRECTOR OF CONTRACTS		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Jessica White	
15B. CONTRACTOR OFFEROR 	15C. DATE SIGNED 07/22/13	16B. UNITED STATES OF AMERICA 	16C. DATE SIGNED 7/22/13

NAME OF OFFEROR OR CONTRACTOR  
ELECTRONIC CONSULTING SERVICES, INC.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0001	<p>Change Item 0001 to read as follows (amount shown is the total amount):</p> <p>Base Period Ceiling &amp; Funding Incrementally Funded Amount: \$10,966,139.00</p> <p>Accounting Info: 12--WR-H1DDIT1-ZZZHF8-2512-CCT00098--12H1CTS006-00 2 BFY: 12 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2512 Job #: CCT00098 DCN - Line ID: 12H1CTS006-002 Funding Flag: Partial Funded: \$0.00</p> <p>Accounting Info: 13-WR-H1DDIT1-ZZZHF8-2515-CCT00442-13H1HIM007-001 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2515 Job #: CCT00442 DCN - Line ID: 13H1HIM007-001 Funding Flag: Partial Funded: \$0.00</p> <p>Accounting Info: 13-WR-H1DDIT1-ZZZHF8-2515-CCT00442-13H1HIM025-001 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2515 Job #: CCT00442 DCN - Line ID: 13H1HIM025-001 Funding Flag: Partial Funded: \$0.00</p> <p>Accounting Info: 13-WR-H1DDIT1-ZZZHF8-2512-CCT00010-13H1CTS005-001 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2512 Job #: CCT00010 DCN - Line ID: 13H1CTS005-001 Funding Flag: Partial Funded: \$0.00</p> <p>Accounting Info: 13-WR-H1DDIT1-ZZZHF8-2515-CCT00442-13H1HIM029-001 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2515 Job #: CCT00442 DCN - Line ID: 13H1HIM029-001 Funding Flag: Partial Funded: \$0.00</p> <p>Accounting Info: 13--WR-H1DDIT1-ZZZHF8-2512-CCT00010--13H1CTS015-00 1 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2512 Job #: CCT00010 DCN - Line ID: 13H1CTS015-001 Funding Flag: Partial Funded: \$491,139.00</p>				18,334,437.00



**Title:** EZ Tech Services  
**Contract No:** GS-35F-0601K  
**Order No:** EP-G12H-00442

## CONTRACT

### Order Ceiling Amounts and Funding Allocation

Period ►	Base	Option Pd I*	Option Pd II*	Option Pd III*	Total
<b>Total Order Ceiling</b>	<b>\$18,334,437</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$18,334,437</b>
<b>Authorized Ceiling</b>	<b>\$12,001,016</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$12,001,016</b>
<b>Remaining Ceiling</b>	<b>\$6,333,421</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$6,333,421</b>
<b>Amt Previously Funded</b>	<b>\$10,475,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$10,475,000</b>
<b>Funding This Action</b>	<b>\$491,139</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$491,139</b>
<b>Total Funding</b>	<b>\$10,966,139</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$10,966,139</b>
<b>Amt to Fully Fund Authorized Work</b>	<b>\$1,034,877</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$1,034,877</b>

\*If exercised, the ceiling price(s) set forth in section 11.2 Option to Extend the Term of the Contract Fixed Price (EPAAR 1552.217-77) (OCT 2000) Deviation, paragraph (c) shall be applicable to their respective periods.

a. **Ceiling.** The "Total Order Ceiling" and "Authorized Ceiling" is set forth above for the applicable period. The contractor shall not exceed the "Authorized Ceiling" amount without prior written approval of the Contracting Officer via task order modification.

b. **Funding.** The "Total Funding" is set forth above for the applicable period. As a result of these available funds, effort expended by the contractor under this order shall not exceed the "Total Funding" amount. The Government is not obligated to reimburse the contractor for costs invoiced in excess of the amount of funding shown above.

### Authorized Ceiling and Funding Allocation by Contract Line Item Number

CLIN Description	Authorized Amount	Funded Amount	Amount To Fully Fund
Phase-In Transition Support	\$37,675	\$37,675	\$0
Basic Support	\$11,344,080	\$10,331,708	\$1,012,372
Ad Hoc and Emergency Support	\$120,781	\$98,276	\$22,505
High Computing Users	\$0	\$0	\$0
Users with Computers Connected to Laboratory Equipment	\$0	\$0	\$0
Additional Emergency and Surge Support	\$0	\$0	\$0
MAC Bulk Moves	\$2,841	\$2,841	\$0
Isolated CBI Support	\$0	\$0	\$0
Future Projects and Services	\$495,639	\$495,639	\$0
Phase-Out Transition Support	\$0	\$0	\$0
<b>TOTAL</b>	<b>\$12,001,016</b>	<b>\$10,966,139</b>	<b>\$1,034,877</b>

### List of Modification Attachments

Attachment No.	Attachment Title	Number of Pages
I - 9A.I	Task Order Under Optional CLIN	2
IX	Technical Points of Contact	2



**EZ TECH SERVICES**

**GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442**

---

I. The following CLINs are hereby incrementally exercised:

**OPTION ITEM 0009 – Future Projects and Services**

**Task 9A.I - Windows 7 Upgrade – Phase 1** is hereby issued under the aforementioned CLIN.  
See attachment I-9A.I

II. Section 10. CONTRACT ADMINISTRATION REPRESENTATIVES is modified to set forth the Technical Points of Contact for this task order and move the Technical Point of Contact information from this clause to a task order attachment. As a result, Attachment IX, Technical Points of Contact, attached hereto, is added to the task order.

**Task Order Under Optional CLIN****CLIN No.: 0009 – Future Projects and Services****Task No. 9A.I****Title:** Windows 7 Upgrade – Phase 1

**Task POC:** Ming Chang, 202-566-0619 (Primary)  
 Sam Ahad, 202-566-2128 (Alternate)  
 Nathan Hintz, 202-566-0761 (Alternate)

**Scope:** Services to be performed under this task are described in section 3.2.12 of the SOW and as detailed and clarified in the Task Statement of Work (TSOW) attached hereto. Performance shall be conducted in accordance with the attached TSOW and in accordance with the contractor's quote originally dated June 13, 2013 and as revised on July 1, 2013, which is approved and hereby incorporated by reference. Should any inconsistencies between the TSOW and the contractor's quote arise, the TSOW shall prevail.

**Deliverable(s):** As described in the TSOW.**Applicable Section of SOW:** 3.2.12 Desktop and Configuration Management Deployment and Technology Refresh Strategy**Task Price.** The fixed price of this task is \$491,139.00, inclusive of labor and ODCs**Task Type:** Firm-Fixed Price**Period of Performance:** July 15 – September 30, 2013

**Inspection and acceptance criteria:** Performance will be inspected and accepted in accordance with FAR 52.246-4, Inspection of Services—Fixed Price (AUG 1996), including conformance with the Service Level Agreements set forth in Appendix A.20 of the SOW.

**Payment:** Payment shall be made within 30 calendar days of receipt of the contractor's monthly invoice and based on successful completion, inspection, and acceptance of the final plan and in accordance with the following payment schedule:

CLIN	Task	Description	Fixed Price	Quantity	Unit of Measure	Total Price
009	9A.I Windows 7 Upgrade – Phase 1	Pre-Deployment	(b)(4)	1	Job	(b)(4)
		Successful Deployment for 260 Users		1	Job	
		Successful Deployment for ALL Users		1	Job	
		Post- Deployment / Task Completion		1	Job	
		Other Direct Costs [Amount indicated is a not-to-exceed ceiling.]	--	--	--	\$12,600.00

**Invoicing instructions:** Invoices shall be submitted in accordance with section 6. Invoices – RTP Finance.

**Task Order Under Optional CLIN**

**CLIN No.: 0009 – Future Projects and Services**

**Task No. 9A.I**

**ODCs:** Not-to-exceed ceiling of \$12,600.00 for 15 mobile devices and 15 external drivers. ODC costs incurred will be reimbursed on an actual costs incurred basis upon submission and verification of evidentiary documentation (i.e., receipts)

**Terms, Conditions, and Clauses Specific to this Task:**

- Section 9. MONTHLY FIXED PRICE FINANCIAL REPORT
- Section 11. TASK ORDER SPECIAL TERMS AND CONDITIONS, unless designated as applicable to only T&M CLINS

## Task Statement of Work

### Task 9A.I

#### Windows 7 Upgrade – Phase 1

##### Objective

ECS will conduct a full scale production deployment including all pre-deployment, deployment, and post-deployment activities for a Windows 7 in-place upgrade in the EZ Tech environment, which will include all federal OEI employees at EPA Headquarters and a select group of federal OAR employees. ECS will propose and test multiple in place upgrade deployment scenarios. As part of the deployment scenarios, ECS will test a MDT micro-lite solution to mimic a remote site deployment scenario. This work will also determine a benchmark and baseline for the process and completion time of a successful deployment using the PC platforms currently offered by EZ Tech and utilizing the available MDT infrastructure for different deployment approaches. The results from this work will provide quantifiable results to identify and recommend the most efficient overall deployment process, maximize the customer experience, maximize the technician to computer deployment ratio, and streamline the application deployment process for the upcoming Agency Windows 7 upgrade effort.

##### Tasks

- ECS will assess and test the methodology for the Windows 7 Upgrade deployment activities identified in revision 3.0, section 10.2 of the EZ Tech Refresh Overview Plan Proposal.
- The pre-deployment activities will begin on June 17, 2013 and conclude July 14, 2013.
- ECS will recommend a phased approach and timeline for the escalating deployment within the given timeframe to determine the order in which each office will be upgraded. The deployment will begin on July 15, 2013 with EDSD, OTOP, and conclude OAR by August 30, 2013.
- ECS will build and configure Micro-lite MDT server(s) to use as a test scenario. Please reference the existing EPA SCD for this process.
- ECS will test multiple deployment approaches in different offices to determine which approach yields the most efficient results.
- ECS will provide an approach to improve efficiency for application management and deployment. The approach will include:
  - An application inventory for users which can be sorted by Program Office.
  - Explore and implement possible self service or automated application deployment options. At a minimum, automated deployment of COTS licenses should be implemented.
  - As part of pre-deployment activities an assessment of hardware and software should be inventoried to ensure compatibility and functionality by Program Office. This will include:
    - Discover applications in the environment
    - Categorize/Prioritize Portfolio
      - Mission Critical Application
      - Business Critical Application
      - Licensed software
      - Other Applications
    - Identify Web Based Applications
    - Verify Application compatibility
    - Remediation alternatives
- ECS will provide recommendations to decrease technician touch time with users while maintaining the user experience.
- ECS will make recommendations on any activities to be streamlined to meet the deadline.
- ECS will test and develop the an automated database system for use in deployment.

##### Clarifications

To ensure an understanding to all requirements, tasks and assumptions, the deliverables and associated requirements to be accomplished within the task and stated price are clarified as follows:

### **Deliverables**

- A report of the results of all the alternate deployment approaches with recommendations and improvements on the approaches. At a minimum, the report should include:
  - Test summary, not limited to:
    - Include basic information about each deployment approach tested, including the methodology, operating environment, etc.
    - Issue Log briefly describing issues encountered during testing for each approach and the proposed mitigation, if applicable.
  - Test Results, not limited to:
    - A comparison of the test results with pros, and cons of each approach used. Briefly describe any unexpected results.
    - Time marks (date and time for beginning and end) for all stages of activities and tests deployed.
    - Raw Data (specific data elements to be clarified by cognizant COR) electronically in Excel spreadsheet or EPA acceptable electronic format
  - Variances / Deviations
    - Include a detailed description of any variances or deviations from the original test plan, design, test case, or expected results, and the testing that actually occurred for each approach accompanied by the actual results.
    - Describe the reasons for the variance/deviation including an assessment of the manner in which the test environment may be different from the operational environment and the effect of this difference on the test results, if applicable; also describe any issues, bugs, defects, or problems discovered during the test for each approach.
  - Recommendations, not limited to:
    - Recommendation for approach to be used in future deployment based testing results.
    - Provide recommended improvements (including any new or alternate approaches not considered) for future proposed deployment approaches to mitigate any issues or problems encountered during this phase, including a brief discussion of each recommendation and its impact on future technology refresh deployments.
- A briefing created in the OEI template based on the results of the work to be presented to upper OEI and OTOP management. Refer to the EZ Tech SOW for Reporting and Quarterly Briefings for further clarifications and instructions.
- A weekly standing meeting will be jointly held for ECS to report out on weekly status. ECS will have the following prepared for the meetings:
  - Weekly status report and agenda to be delivered via email one full business day prior to the meeting for EPA review and comment. Refer to EZ Tech SOW and any technical direction documentation submitted in T3 for Reporting instructions and clarification.
- Upon receipt of technical direction issued by the Contracting Officer or COR (anticipated to be issued no later than three (3) weeks prior to completion of Phase I) a revised price quote based on the recommended most efficient process (in terms of success, least negative impact to users, and cost) determined with this work for the next deployment phase to the rest of the Agency. Unless otherwise specified, the price quote will be due no later than two (2) weeks prior to the completion of Phase I.
- An electronic report (specific elements and updating requirements to be clarified by cognizant COR) electronically in Excel spreadsheet or another EPA acceptable electronic format for the application inventory of the participants for this work parsed out by office.
- A working project database of the automated database system (i.e., TRIMs) at the conclusion of Phase 1.

### **General Clarifications**

- The Technology Refresh Manager and all proposed Team Lead (i.e., Lead Engineer, Technical Team Lead, Sr. Project Team Lead) individuals for this project are expected to be responsible and accountable for their scope of

- oversight for this entire project, including attendance at weekly status meetings and any ad hoc meetings related to this task (unless appropriately delegated authority prior to meeting) to the maximum extent practicable within a reasonable amount of notice from the EPA, active participation in discussions and briefings, and provide expert leadership to the government and ECS project team.
- ECS is expected to maintain high levels of quality in all aspects of performance while adhering to all EPA policies and practices in all activities associated with this project.
- ECS is expected to have quality assurance controls in place to ensure high quality deliverables, user support, activities and tasks related to this project, etc. As a result of these controls, all deliverables and service provided under this task are expected to be free of error (i.e., spelling, grammar, data errors) prior to submission and/or delivery to EPA for review and approval.
- Mobile devices to be used for this effort will be compatible with EPA's current infrastructure, operating system, software, etc.

### **Assumptions**

- This is a full scale deployment for all participants of this work which will include all activities associated with pre-deployment, deployment, and post-deployment. This also includes all aspects of communications, scheduling, and coordination.
- ECS will create all approaches and methodology for this work – EPA will not be providing any approaches for this proposed work.
- ECS will determine an efficient approach that will enable technicians to yield the highest number of concurrent deployment processes while maintaining the user experience.
- Backstock inventory will be used for this work.
- Any equipment not available as backstock inventory should be submitted for procurement.
- Any available free or EPA owned assessment software or tools should be utilized for this effort.
- Any tools that are not available via EPA or free, should be submitted for procurement.

Attachment IX

**Technical Points of Contact**

<b>TITLE</b>	<b>NAME</b>	<b>PHONE</b>	<b>EMAIL</b>	<b>Authorized to Issue Technical Direction</b>
<b>Program Manager</b>	Bill Sabbagh	202 566-9859 O 202-302-3722 MD	<a href="mailto:sabbagh.bill@epa.gov">sabbagh.bill@epa.gov</a>	NO
Deputy Program Manager Service Desk / Operations Mgmt Premier Support Manager Alternate COR	Willie Abney	202 566-1366 O 202 412-4033 MD	<a href="mailto:abney.willie@epa.gov">abney.willie@epa.gov</a>	YES
Service Desk / Operations Mgmt Premier Support Manager Alternate COR	Rob Turnbull	202 566-1131 O 202 510-8106 MD	<a href="mailto:turnbull.rob@epa.gov">turnbull.rob@epa.gov</a>	YES
<b>Asset Property Management Primary COR</b>	Richard Perez	202 566-????	<a href="mailto:perez.richard@epa.gov">perez.richard@epa.gov</a>	NO
Asset Property Manager and Inventory Specialist, Alternate COR	Rob Turnbull	202 566-1131 O 202 510-8106 MD	<a href="mailto:turnbull.rob@epa.gov">turnbull.rob@epa.gov</a>	YES
Inventory Specialist (HQ), Alternate COR	Ambrosia Douglas	202 566-1099 O	<a href="mailto:douglas.ambrosia@epa.gov">douglas.ambrosia@epa.gov</a>	NO
Inventory Specialist (Remote Sites/ Regions), Alternate COR	William Oldham	919 541-2818 O	<a href="mailto:oldham.william@epa.gov">oldham.william@epa.gov</a>	YES
Inventory Specialist (Tablets, Printers, etc), Alternate COR	Marvin James	202 566-2688 O	<a href="mailto:james.marvin@epa.gov">james.marvin@epa.gov</a>	NO
<b>Continual Service Improvement and Future Project and Services, Primary COR</b>	Rena Key	202 566-2803 O	<a href="mailto:key.rena@epa.gov">key.rena@epa.gov</a>	NO
Continual Service Improvement and Future Project and Services, Alternate COR	Fabiola St. Fort	202-564-0695 O	<a href="mailto:stfort.fabiola@epa.gov">stfort.fabiola@epa.gov</a>	NO
Continual Service Improvement and Future Project and Services, Alternate COR	Willie Abney	202 566-1366 O 202 412-4033 MD	<a href="mailto:abney.willie@epa.gov">abney.willie@epa.gov</a>	YES
<b>Business Relations Management Primary COR</b>	Ron Vormwald	702 646-8960 O 702 218-6551 MD	<a href="mailto:vormwald.ron@epa.gov">vormwald.ron@epa.gov</a>	YES
Business Relations Manager, Alternate COR	Daniele Albergottie	202 566-1550 O 202 495-8481 MD	<a href="mailto:albergottie.daniele@epa.gov">albergottie.daniele@epa.gov</a>	YES
Business Relations Manager, Alternate COR	Roseann Clark	202 564-1369 O 202 253-8598 MD	<a href="mailto:clark.roseann@epa.gov">clark.roseann@epa.gov</a>	YES
Business Relations Manager, Alternate COR	Tia Green	202 564-6333 O 202 577-8511 MD	<a href="mailto:green.tia@epa.gov">green.tia@epa.gov</a>	YES
Business Relations Manager, Alternate COR	Christina Hines	202 566-1989 O	<a href="mailto:hines.christina@epa.gov">hines.christina@epa.gov</a>	NO
Business Relations Manager, Alternate COR	Ambrosia Douglas	202 566-1099 O	<a href="mailto:douglas.ambrosia@epa.gov">douglas.ambrosia@epa.gov</a>	NO
Business Relations Manager, Alternate COR	William Oldham	919 541-2818 O	<a href="mailto:oldham.william@epa.gov">oldham.william@epa.gov</a>	YES
<b>Communications Manager, Primary COR</b>	Fabiola St. Fort	202-564-0695 O	<a href="mailto:stfort.fabiola@epa.gov">stfort.fabiola@epa.gov</a>	NO
Communications Manager, Primary COR	Sam Ahad	202 566-2128 O 202 213-6194 MD	<a href="mailto:ahad.sam@epa.gov">ahad.sam@epa.gov</a>	YES
Communications Manager, Primary COR	Willie Abney	202 566-1366 O 202 412-4033 MD	<a href="mailto:abney.willie@epa.gov">abney.willie@epa.gov</a>	YES
<b>Engineering Management, Primary COR</b>	Sam Ahad	202 566-2128 O 202 213-6194 MD	<a href="mailto:ahad.sam@epa.gov">ahad.sam@epa.gov</a>	YES
Engineering Manager, Alternate COR	Marvin James	202 566-2688 O	<a href="mailto:james.marvin@epa.gov">james.marvin@epa.gov</a>	NO
Engineering Manager, Alternate	Roger Elliott	202 566-0218 O	<a href="mailto:elliott.rodger@epa.gov">elliott.rodger@epa.gov</a>	NO



## EZ TECH SERVICES

GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442

COR				
<b>Technology and Hardware Refresh, Upgrade and Deployment Project Lead, Primary COR</b>	Ming Chang	202 566-0619 O 202 725-8913 MD	<a href="mailto:chang.ming@epa.gov">chang.ming@epa.gov</a>	YES
Refresh and Hardware Upgrade/ Deployment Project Lead, Alternate COR	Sam Ahad	202 566-2128 O 202 213-6194 MD	<a href="mailto:ahad.sam@epa.gov">ahad.sam@epa.gov</a>	YES
Refresh and Hardware Upgrade/ Deployment Support (Remotes Sites and Regions), Alternate COR	Larry McMillan	919 541-1364 O 919 475-7739 MD	<a href="mailto:mcmillan.larry@epa.gov">mcmillan.larry@epa.gov</a>	NO
Refresh and Hardware Upgrade/ Deployment Support (HQ), Alternate COR	Rob Turnbull	202 566-1131 O 202 510-8106 MD	<a href="mailto:turnbull.rob@epa.gov">turnbull.rob@epa.gov</a>	YES
<b>Quality Management, Primary COR</b>	Ron Vormwald	702 646-8960 O 702 218-6551 MD	<a href="mailto:vormwald.ron@epa.gov">vormwald.ron@epa.gov</a>	YES
Quality Manager, Alternate COR	Ambrosia Douglas	202 566-1099 O	<a href="mailto:douglas.ambrosia@epa.gov">douglas.ambrosia@epa.gov</a>	NO
Quality Manager, Alternate COR	Tia Green	202 564-6333 O 202 577-8511 MD	<a href="mailto:green.tia@epa.gov">green.tia@epa.gov</a>	YES
Quality Manager, Alternate COR	William Oldham	919 541-2818 O	<a href="mailto:oldham.william@epa.gov">oldham.william@epa.gov</a>	YES
<b>Security Management, Primary COR</b>	Mark Hubbard	202 564-8376 O 202 713-6705 MD	<a href="mailto:hubbard.mark@epa.gov">hubbard.mark@epa.gov</a>	NO
Security Manager, Alternate COR	Daniele Albergottie	202 566-1550 O 202 495-8481 MD	<a href="mailto:albergottie.daniele@epa.gov">albergottie.daniele@epa.gov</a>	YES
<b>Smart Conference Room Management, Primary COR</b>	Roseann Clark	202 564-1369 O 202 253-8598 MD	<a href="mailto:clark.roseann@epa.gov">clark.roseann@epa.gov</a>	YES
Smart Conference Room Support, Alternate COR	Christina Hines	202 566-1989 O	<a href="mailto:hines.christina@epa.gov">hines.christina@epa.gov</a>	NO
<b>Ad Hoc Emergency Support Management, Primary COR</b>	Roseann Clark	202 564-1369 O 202 253-8598 MD	<a href="mailto:clark.roseann@epa.gov">clark.roseann@epa.gov</a>	YES
Ad Hoc Emergency Support Manager, Alternate COR	Christina Hines	202 566-1989 O	<a href="mailto:hines.christina@epa.gov">hines.christina@epa.gov</a>	NO
Ad Hoc Emergency Support Manager, Alternate COR	Daniele Albergottie	202 566-1550 O 202 495-8481 MD	<a href="mailto:albergottie.daniele@epa.gov">albergottie.daniele@epa.gov</a>	YES
<b>High Computing Users/User's w/Computers Connected to the Lab Equipment, Primary COR</b>	Tia Green	202 564-6333 O 202 577-8511 MD	<a href="mailto:green.tia@epa.gov">green.tia@epa.gov</a>	YES
Users w/Computers Connected to the Lab Equipment Support	William Oldham	919 541-2818 O	<a href="mailto:oldham.william@epa.gov">oldham.william@epa.gov</a>	YES
<b>Emergency Surge Management, Primary COR</b>	Rob Turnbull	202 566-1131 O 202 510-8106 MD	<a href="mailto:turnbull.robert@epa.gov">turnbull.robert@epa.gov</a>	YES
Emergency Surge Support Manager, Alternate COR	Daniele Albergottie	202 566-1550 O 202 495-8481 MD	<a href="mailto:albergottie.daniele@epa.gov">albergottie.daniele@epa.gov</a>	YES
Emergency Surge Support Manager, Alternate COR	Marvin James	202 566-2688 O	<a href="mailto:james.marvin@epa.gov">james.marvin@epa.gov</a>	NO
<b>Isolated CBI Management, Primary COR</b>	Willie Abney	202 566-1366 O 202 412-4033 MD	<a href="mailto:abney.willie@epa.gov">abney.willie@epa.gov</a>	YES
Isolated CBI Manager, Alternate COR	Marvin James	202 566-2688 O	<a href="mailto:james.marvin@epa.gov">james.marvin@epa.gov</a>	NO
Isolated CBI Manager, Alternate COR	Ambrosia Douglas	202 566-1099 O	<a href="mailto:douglas.ambrosia@epa.gov">douglas.ambrosia@epa.gov</a>	NO

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE		PAGE OF PAGES 1 6	
2. AMENDMENT/MODIFICATION NO. 014		3. EFFECTIVE DATE 08/28/2013		4. REQUISITION/PURCHASE REQ. NO. PR-OEI-13-00696	
5. PROJECT NO. (If applicable)		6. ISSUED BY HPQD US Environmental Protection Agency Ariel Rios Building 1200 Pennsylvania Avenue, N. W. Mail Code: 3803R Washington DC 20460		7. ADMINISTERED BY (If other than item 6) CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) ECS Federal, Inc. Attn: (b)(4) 2750 PROSPERITY AVENUE, SUITE 600 FAIRFAX VA 220314312		(X) 9A. AMENDMENT OF SOLICITATION NO.		9B. DATED (SEE ITEM 11)	
CODE (b)(4)		FACILITY CODE		X 10A. MODIFICATION OF CONTRACT/ORDER NO. GS-35F-0601K EP-G12H-00442 10B. DATED (SEE ITEM 13) 07/30/2012	

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

☐ The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.  
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

**12. ACCOUNTING AND APPROPRIATION DATA (If required)**

Net Increase:

\$911,139.00

See Schedule

**13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER (Specify type of modification and authority) FAR 43.103(a)(3)

**E. IMPORTANT:** Contractor ☐ is not. ☒ is required to sign this document and return 1 copies to the issuing office.

**14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)**

DUNS Number: (b)(4)

EZ TECH SERVICES

TOPO: Holly Fenderson

This modification obligates funding in the amount of \$911,139, modifies section 11.3 Indirect Costs (EPAAR 1552.242-70) (APR 1984) to incorporate the revised provisional billing rates, modifies section 11.4 Key Personnel (EPAAR 1552.237-72) (APR 1984) to replace (b)(4) with (b)(4) as Task Order Manager (i.e., Program Manager), and modifies Task 9A.I pursuant to FAR 52.243-1, Changes - Fixed Price, Alternate I.  
Period of Performance: 08/01/2012 to 09/30/2013

Change Item 0001 to read as follows (amount shown)

Continued ...

Except as provided herein, all terms and conditions of the document referenced in item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) DRET J. SUREY DIRECTOR OF CONTRACTS		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Bradley Austin	
15B. CONTRACTING OFFICER (Signature of person authorized to sign)	15C. DATE SIGNED 9/10/13	16B. UNITED STATES OF AMERICA (Signature of Contracting Officer)	16C. DATE SIGNED 9/10/13

NSN 7540-01-152-8070  
Previous edition unusable

STANDARD FORM 30 (REV. 10-83)  
Prescribed by GSA  
FAR (48 CFR) 53.243

## CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
GS-35F-0601K/EP-G12H-00442/014PAGE OF  
2 6NAME OF OFFEROR OR CONTRACTOR  
ECS Federal, Inc.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	is the obligated amount):				
0001	Base Period Ceiling & Funding Incrementally Funded Amount: \$11,877,278.00  Accounting Info: 12--WR-H1DDIT1-ZZZHF8-2512-CCT00098--12H1CTS006-00 2 BFY: 12 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2512 Job #: CCT00098 DCN - Line ID: 12H1CTS006-002 Funding Flag: Partial Funded: \$0.00 Accounting Info: 13-WR-H1DDIT1-ZZZHF8-2515-CCT00442-13H1HIM007-001 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2515 Job #: CCT00442 DCN - Line ID: 13H1HIM007-001 Funding Flag: Partial Funded: \$0.00 Accounting Info: 13-WR-H1DDIT1-ZZZHF8-2515-CCT00442-13H1HIM025-001 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2515 Job #: CCT00442 DCN - Line ID: 13H1HIM025-001 Funding Flag: Partial Funded: \$0.00 Accounting Info: 13-WR-H1DDIT1-ZZZHF8-2512-CCT00010-13H1CTS005-001 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2512 Job #: CCT00010 DCN - Line ID: 13H1CTS005-001 Funding Flag: Partial Funded: \$0.00 Accounting Info: 13-WR-H1DDIT1-ZZZHF8-2515-CCT00442-13H1HIM029-001 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2515 Job #: CCT00442 DCN - Line ID: 13H1HIM029-001 Funding Flag: Partial Funded: \$0.00 Accounting Info: 13--WR-H1DDIT1-ZZZHF8-2512-CCT00010--13H1CTS015-00 1 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2512 Job #: CCT00010 DCN - Line ID: 13H1CTS015-001 Funding Flag: Partial Funded: \$0.00 Accounting Info: 13--WR-H1DDIT1-ZZZHF8-2515-CCT00442--13H1HIM061-00 1 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program Continued ...				18,334,437.00

**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
GS-35F-0601K/EP-G12H-00442/014

PAGE OF  
3 6

NAME OF OFFEROR OR CONTRACTOR  
ECS Federal, Inc.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	(PRC): ZZZHF8 Budget (BOC): 2515 Job #: CCT00442 DCN - Line ID: 13H1HIM061-001 Funding Flag: Partial Funded: \$911,139.00				

**Title:** EZ Tech Services  
**Contract No:** GS-35F-0601K  
**Order No:** EP-G12H-00442

## CONTRACT

### Order Ceiling Amounts and Funding Allocation

Period ►	Base	Option Pd I*	Option Pd II*	Option Pd III*	Total
<b>Total Order Ceiling</b>	<b>\$18,334,437</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$18,334,437</b>
<b>Authorized Ceiling</b>	<b>\$12,001,016</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$12,001,016</b>
<b>Remaining Ceiling</b>	<b>\$6,333,421</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$6,333,421</b>
<b>Amt Previously Funded</b>	<b>\$10,966,139</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$10,966,139</b>
<b>Funding This Action</b>	<b>\$911,139</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$911,139</b>
<b>Total Funding</b>	<b>\$11,877,278</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$11,877,278</b>
<b>Amt to Fully Fund Authorized Work</b>	<b>\$123,738</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$123,738</b>

\*If exercised, the ceiling price(s) set forth in section 11.2 Option to Extend the Term of the Contract Fixed Price (EPAAR 1552.217-77) (OCT 2000) Deviation, paragraph (c) shall be applicable to their respective periods.

**a. Ceiling.** The "Total Order Ceiling" and "Authorized Ceiling" is set forth above for the applicable period. The contractor shall not exceed the "Authorized Ceiling" amount without prior written approval of the Contracting Officer via task order modification.

**b. Funding.** The "Total Funding" is set forth above for the applicable period. As a result of these available funds, effort expended by the contractor under this order shall not exceed the "Total Funding" amount. The Government is not obligated to reimburse the contractor for costs invoiced in excess of the amount of funding shown above.

### Authorized Ceiling and Funding Allocation by Contract Line Item Number

CLIN Description	Authorized Amount	Funded Amount	Amount To Fully Fund
Phase-In Transition Support	\$37,675	\$37,675	\$0
Basic Support	\$11,344,080	\$11,242,847	\$101,233
Ad Hoc and Emergency Support	\$120,781	\$98,276	\$22,505
High Computing Users	\$0	\$0	\$0
Users with Computers Connected to Laboratory Equipment	\$0	\$0	\$0
Additional Emergency and Surge Support	\$0	\$0	\$0
MAC Bulk Moves	\$2,841	\$2,841	\$0
Isolated CBI Support	\$0	\$0	\$0
Future Projects and Services	\$495,639	\$495,639	\$0
Phase-Out Transition Support	\$0	\$0	\$0
<b>TOTAL</b>	<b>\$12,001,016</b>	<b>\$11,877,278</b>	<b>\$123,738</b>

**EZ TECH SERVICES**

**GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442**

---

**Service Desk Manager  
Asset Manager  
Quality Assurance Manager  
Business Manager  
Chief Technology Manager  
Technology Refresh Manager  
Senior Security Engineer  
Directory Subject Matter Expert**

(b)(4)



III. Pursuant to FAR 52.243-1, "Changes – Fixed Price", the users to be supported under Task 9A.I include users within OEI and other EPA Offices located in the Washington, DC metropolitan area as determined by the cognizant COR.

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE		PAGE OF PAGES 1 2	
2. AMENDMENT/MODIFICATION NO 015		3. EFFECTIVE DATE See Block 16C		4. REQUISITION/PURCHASE REQ. NO.	
5. PROJECT NO. (if applicable)		6. ISSUED BY HPOD US Environmental Protection Agency Ariel Rios Building 1200 Pennsylvania Avenue, N. W. Mail Code: 3803R Washington DC 20460		7. ADMINISTERED BY (if other than Item 6) CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) ECS Federal, Inc. Attn: (b)(4) 2750 PROSPERITY AVENUE, SUITE 600 FAIRFAX VA 220314312		(x) 9A. AMENDMENT OF SOLICITATION NO.		9B. DATED (SEE ITEM 11)	
CODE (b)(4)		X 10A. MODIFICATION OF CONTRACT/ORDER NO. GS-35F-0601K EP-G12H-00442		10B. DATED (SEE ITEM 13) 07/30/2012	
FACILITY CODE					

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended. ☐ is not extended.  
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

**12 ACCOUNTING AND APPROPRIATION DATA (if required)**

See Schedule

**13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER (Specify type of modification and authority) FAR 43.103(a) (3)

E. IMPORTANT: Contractor ☐ is not ☒ is required to sign this document and return 1 copies to the issuing office.

**14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)**

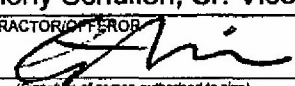
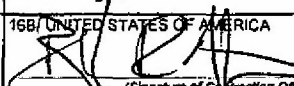
DUNS Number: (b)(4)

The purpose of this modification is to extend the period of performance for Task 9A.1, Windows 7 Upgrade, to October 31, 2013, at no additional cost to the Government. Additionally, the payment schedule under task 9A.1 is clarified in the attachment.

TOPO: Holly Fenderson

Period of Performance: 08/01/2012 to 09/30/2013

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Anthony Schulien, Sr. Vice President and CFO		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Bradley Austin	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 9/30/13	16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)	16C. DATE SIGNED 9/30/13

NSN 7540-01-152-8070  
Previous edition unusable

STANDARD FORM 30 (REV. 10-83)  
Prescribed by GSA  
FAR (48 CFR) 53.243



## GS-35F-0601K, Task Order EP-G12H-00442, Modification 015

Description	Fixed Price	Quantity	Unit of Measure	Total Price
Pre-Deployment	(b)(4)	1	Job	(b)(4)
Successful Deployment for 260 users	\$	1	Job	
Successful Deployment for 725 users	\$	1	Job	
Post-Deployment/Task Completion		1	Job	
Other Direct Costs (Amount indicated is a not-to-exceed ceiling)				\$12,600.00

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE		PAGE OF PAGES 1   7	
2. AMENDMENT/MODIFICATION NO. 016		3. EFFECTIVE DATE See Block 16C		4. REQUISITION/PURCHASE REQ. NO. PR-OEI-13-00892	
5. PROJECT NO. (If applicable)		6. ISSUED BY HPOD US Environmental Protection Agency Ariel Rios Building 1200 Pennsylvania Avenue, N. W. Mail Code: 3803R Washington DC 20460		7. ADMINISTERED BY (If other than Item 6) CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) ECS Federal, Inc. Attn: (b)(4) 2750 PROSPERITY AVENUE, SUITE 600 FAIRFAX VA 220314312		(x) 9A. AMENDMENT OF SOLICITATION NO.		9B. DATED (SEE ITEM 11)	
CODE (b)(4)		FACILITY CODE		X 10A. MODIFICATION OF CONTRACT/ORDER NO. GS-35F-0601K EP-G12H-00442 10B. DATED (SEE ITEM 13) 07/30/2012	

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended. ☐ is not extended.  
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Increase:

\$3,200,000.00

See Schedule

**13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)
X	EPAAR 1552.217 77 (OCT 2000) Deviation

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)


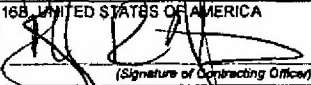
DUNS Number: (b)(4)

EZ TECH SERVICES

TOPO: Holly Fenderson

This modification exercises and incrementally funds Option Period I. As a result, the task order ceiling is increased by \$18,716,844.00, the period of performance is extended thru September 30, 2014, and section 4. CONTRACT LINE ITEM NUMBERS (CLINs), OPTION PERIOD I is revised to set forth the authorized work under the respective period. Additionally, funding is provided to fully fund ITEM 002 under the Base Period and section 11.4 Key Personnel (EPAAR 1552.237-72) (APR 1984) is modified to revise the Technology Refresh Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) <b>Anthony J. Schullen</b> <b>Sr. Vice President</b>		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) <b>Bradley Austin</b>	
15B. CONTRACTING OFFICER'S SIGNATURE 	15C. DATE SIGNED <b>9/30/13</b>	16B. UNITED STATES OF AMERICA 	16C. DATE SIGNED <b>9/30/13</b>

NSN 7540-01-152-8070  
Previous edition unusable

STANDARD FORM 30 (REV. 10-83)  
Prescribed by GSA  
FAR (48 CFR) 53.243

## CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
GS-35F-0601K/EP-G12H-00442/016PAGE OF  
2 7NAME OF OFFEROR OR CONTRACTOR  
ECS Federal, Inc.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0001	<p>Manager.</p> <p>Period of Performance: 08/01/2012 to 09/30/2014</p> <p>Change Item 0001 to read as follows (amount shown is the total amount):</p> <p>Base Period</p> <p>Incrementally Funded Amount: \$11,978,511.00</p> <p>Accounting Info:</p> <p>12--WR-H1DDIT1-ZZZHF8-2512-CCT00098--12H1CTS006-00</p> <p>2 BFY: 12 Fund: WR Budget Org: H1DDIT1 Program</p> <p>(PRC): ZZZHF8 Budget (BOC): 2512 Job #: CCT00098</p> <p>DCN - Line ID: 12H1CTS006-002</p> <p>Funding Flag: Partial</p> <p>Funded: \$0.00</p> <p>Accounting Info:</p> <p>13-WR-H1DDIT1-ZZZHF8-2515-CCT00442-13H1HIM007-001</p> <p>BFY: 13 Fund: WR Budget Org: H1DDIT1 Program</p> <p>(PRC): ZZZHF8 Budget (BOC): 2515 Job #: CCT00442</p> <p>DCN - Line ID: 13H1HIM007-001</p> <p>Funding Flag: Partial</p> <p>Funded: \$0.00</p> <p>Accounting Info:</p> <p>13-WR-H1DDIT1-ZZZHF8-2515-CCT00442-13H1HIM025-001</p> <p>BFY: 13 Fund: WR Budget Org: H1DDIT1 Program</p> <p>(PRC): ZZZHF8 Budget (BOC): 2515 Job #: CCT00442</p> <p>DCN - Line ID: 13H1HIM025-001</p> <p>Funding Flag: Partial</p> <p>Funded: \$0.00</p> <p>Accounting Info:</p> <p>13-WR-H1DDIT1-ZZZHF8-2512-CCT00010-13H1CTS005-001</p> <p>BFY: 13 Fund: WR Budget Org: H1DDIT1 Program</p> <p>(PRC): ZZZHF8 Budget (BOC): 2512 Job #: CCT00010</p> <p>DCN - Line ID: 13H1CTS005-001</p> <p>Funding Flag: Partial</p> <p>Funded: \$0.00</p> <p>Accounting Info:</p> <p>13-WR-H1DDIT1-ZZZHF8-2515-CCT00442-13H1HIM029-001</p> <p>BFY: 13 Fund: WR Budget Org: H1DDIT1 Program</p> <p>(PRC): ZZZHF8 Budget (BOC): 2515 Job #: CCT00442</p> <p>DCN - Line ID: 13H1HIM029-001</p> <p>Funding Flag: Partial</p> <p>Funded: \$0.00</p> <p>Accounting Info:</p> <p>13--WR-H1DDIT1-ZZZHF8-2512-CCT00010--13H1CTS015-00</p> <p>1 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program</p> <p>(PRC): ZZZHF8 Budget (BOC): 2512 Job #: CCT00010</p> <p>DCN - Line ID: 13H1CTS015-001</p> <p>Continued ...</p>				18,334,437.00

## CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
GS-35F-0601K/EP-G12H-00442/016

PAGE 3 OF 7

NAME OF OFFEROR OR CONTRACTOR  
ECS Federal, Inc.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0002	<p>Funding Flag: Partial Funded: \$0.00 Accounting Info: 13--WR-H1DDIT1-ZZZHF8-2515-CCT00442--13H1HIM061-00 1 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2515 Job #: CCT00442 DCN - Line ID: 13H1HIM061-001 Funding Flag: Partial Funded: \$0.00 Accounting Info: 13--WR-H1DDIT1-ZZZHF8-2515-CCT00442--13H1HIM073-00 1 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2515 Job #: CCT00442 DCN - Line ID: 13H1HIM073-001 Funding Flag: Partial Funded: \$101,233.00 Period of Performance: 08/01/2012 to 09/30/2013</p> <p>Change Item 0002 to read as follows (amount shown is the total amount):</p> <p>Option Period I Incrementally Funded Amount: \$3,098,767.00</p> <p>Accounting Info: 13--WR-H1DDIT1-ZZZHF8-2515-CCT00442--13H1HIM073-00 1 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2515 Job #: CCT00442 DCN - Line ID: 13H1HIM073-001 Funding Flag: Partial Funded: \$3,098,767.00 Period of Performance: 10/01/2013 to 09/30/2014</p>				18,716,844.00

**Title:** EZ Tech Services  
**Contract No:** GS-35F-0601K  
**Order No:** EP-G12H-00442

## CONTRACT

### Order Ceiling Amounts and Funding Allocation

Period ►	Base	Option Pd I	Option Pd II*	Option Pd III*	Total
Total Order Ceiling	\$18,334,437.00	\$18,716,844.00	\$0	\$0	\$37,051,281
Authorized Ceiling	\$12,001,016.00	\$11,684,400.00	\$0	\$0	\$23,685,416
Remaining Ceiling	\$6,333,421.00	\$7,032,444.00	\$0	\$0	\$13,365,865
Amt Previously Funded	\$11,877,278.00	\$0.00	\$0	\$0	\$11,877,278
Funding This Action	\$101,233.00	\$3,098,767.00	\$0	\$0	\$3,200,000
Total Funding	\$11,978,511.00	\$3,098,767.00	\$0	\$0	\$15,077,278
Amt to Fully Fund Authorized Work	\$22,505.00	\$8,585,633.00	\$0	\$0	\$8,608,138

\*If exercised, the ceiling price(s) set forth in section 11.2 Option to Extend the Term of the Contract Fixed Price (EPAAR 1552.217-77) (OCT 2000) Deviation, paragraph (c) shall be applicable to their respective periods.

a. **Ceiling.** The "Total Order Ceiling" and "Authorized Ceiling" is set forth above for the applicable period. The contractor shall not exceed the "Authorized Ceiling" amount without prior written approval of the Contracting Officer via task order modification.

b. **Funding.** The "Total Funding" is set forth above for the applicable period. As a result of these available funds, effort expended by the contractor under this order shall not exceed the "Total Funding" amount. The Government is not obligated to reimburse the contractor for costs invoiced in excess of the amount of funding shown above.

### Authorized Ceiling and Funding Allocation by Contract Line Item Number and Period

CLIN Description - BASE PERIOD	Authorized Amount	Funded Amount	Amount To Fully Fund
Phase-In Transition Support	\$37,675	\$37,675	\$0
Basic Support	\$11,344,080	\$11,344,080	\$0
Ad Hoc and Emergency Support	\$120,781	\$98,276	\$22,505
High Computing Users	\$0	\$0	\$0
Users with Computers Connected to Laboratory Equipment	\$0	\$0	\$0
Additional Emergency and Surge Support	\$0	\$0	\$0
MAC Bulk Moves	\$2,841	\$2,841	\$0
Isolated CBI Support	\$0	\$0	\$0
Future Projects and Services	\$495,639	\$495,639	\$0
Phase-Out Transition Support	\$0	\$0	\$0
<b>TOTAL</b>	<b>\$12,001,016</b>	<b>\$11,978,511</b>	<b>\$22,505</b>

**Title:** EZ Tech Services  
**Contract No:** GS-35F-0601K  
**Order No:** EP-G12H-00442

CLIN Description - OPTION PERIOD I	Authorized Amount	Funded Amount	Amount To Fully Fund
Basic Support	\$11,684,400	\$3,098,767	\$8,585,633
Ad Hoc and Emergency Support	\$0	\$0	\$0
High Computing Users	\$0	\$0	\$0
Users with Computers Connected to Laboratory Equipment	\$0	\$0	\$0
Additional Emergency and Surge Support	\$0	\$0	\$0
MAC Bulk Moves	\$0	\$0	\$0
Isolated CBI Support	\$0	\$0	\$0
Future Projects and Services	\$0	\$0	\$0
Phase-Out Transition Support	\$0	\$0	\$0
<b>TOTAL</b>	<b>\$11,684,400</b>	<b>\$3,098,767</b>	<b>\$8,585,633</b>

## EZ TECH SERVICES

GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442

I. Pursuant to EPAAR 1552.217-77 (OCT 2000) Deviation, Option Period I is hereby exercised. As a result, task order ceiling is increased by \$18,716,844.00 and the period of performance is extended thru September 30, 2014. Additionally, the following clauses of the task order are revised as follows:

a. Section 4. CONTRACT LINE ITEM NUMBERS (CLINs), OPTION PERIOD I is revised to set forth the authorized work under the respective period:

## OPTION PERIOD I

## ITEM 0102 - Basic Support

(a) **Period of Performance:** October 1, 2013 – September 30, 2014

(b) **CLIN Pricing:** The fixed price of this CLIN is **\$11,684,400.00**, in accordance with the Contractor's proposed Tiered User Support Pricing (Attachment III). Refer to paragraph (b) under ITEM 0002 for a description of services to be included in the fixed price of this CLIN. This price will be updated based on the actual number of users, as follows:

CLIN Option	Description	Annual Seat Fixed Price	Minimum Quantity	Maximum Quantity	Unit of Measure	Total Price
0102A	Basic Support	\$(b)(4)	11,500	11,500	Seats	\$(b)(4)
0102B	Basic Support	\$	11,501	12,000	Seats	\$
0102C	Basic Support	\$	12,001	12,500	Seats	\$
0102D	Basic Support	\$	12,501	13,000	Seats	\$
0102E	Basic Support	\$	13,001	13,500	Seats	\$
0102F	Basic Support	\$	13,501	14,000	Seats	\$
0102G	Basic Support	\$	14,001	14,500	Seats	\$
0102H	Basic Support	\$	14,501	15,000	Seats	\$
0102I	Basic Support	\$	15,001	15,500	Seats	\$
0102J	Basic Support	\$	15,501	16,000	Seats	\$
0102K	Basic Support	\$	16,001	16,500	Seats	\$
0102L	Basic Support	\$	16,501	17,000	Seats	\$
0102M	Basic Support	\$	17,001	17,500	Seats	\$
0102N	Basic Support	\$	17,501	18,000	Seats	\$
0102O	Basic Support	\$	18,001	18,500	Seats	\$
0102P	Basic Support	\$	18,501	19,000	Seats	\$
0102Q	Basic Support	\$	19,001	19,500	Seats	\$
0102R	Basic Support	\$	19,501	20,000	Seats	\$
0102S	Basic Support	\$	20,001	20,500	Seats	\$
0102T	Basic Support	\$	20,501	21,000	Seats	\$
0102U	Basic Support	\$	21,001	21,500	Seats	\$
0102V	Basic Support	\$	21,501	22,000	Seats	\$
0102W	Basic Support	\$	22,001	22,500	Seats	\$
0102X	Basic Support	\$	22,501	23,000	Seats	\$
0102Y	Basic Support	\$	23,001	23,500	Seats	\$
0102Z	Basic Support	\$	23,501	24,000	Seats	\$

(c) **Invoicing:** Invoices shall be submitted in accordance with section 6. Invoices – RTP Finance.

(d) **Inspection and Acceptance:** Performance will be inspected and accepted in accordance with FAR 52.246-4, Inspection of Services—Fixed Price (AUG 1996), including conformance with the Service



**EZ TECH SERVICES****GSA Schedule Contract No.: GS-35F-0601K Task Order No.: EP-G12H-00442**

Level Agreements set forth in Appendix A.20 of the SOW.

- (e) **Payment:** Payment shall be made within 30 calendar days of receipt of the contractor's monthly invoice and based on successful completion, inspection, and acceptance of the services required by the SOW as set forth in paragraph (d) below and in accordance with the following payment schedule:

CLIN	Description	Period of Performance		Monthly Fixed Price	Quantity	Unit of Measure	Total Price
		Begin	End				
0102B	Basic Support	10/1/13	9/30/14	\$973,700.00	12	Months	\$11,684,400.00

II. Section 11.4 Key Personnel (EPAAR 1552.237-72) (APR 1984), paragraph (a) is modified to read as follows:

**11.4 Key Personnel (EPAAR 1552.237-72) (APR 1984)**

- (a) The Contractor shall assign to this task order the following key personnel:

**Task Order Manager**  
**Deputy Task Order Manager**  
**Service Delivery/Workload Manager(s)**

**Systems Engineering Manager**  
**Service Desk Manager**  
**Asset Manager**  
**Quality Assurance Manager**  
**Business Manager**  
**Chief Technology Manager**  
**Technology Refresh Manager**  
**Senior Security Engineer**  
**Directory Subject Matter Expert**

(b)(4)

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE		PAGE OF PAGES 1 2	
2. AMENDMENT/MODIFICATION NO. 017		3. EFFECTIVE DATE See Block 16C		4. REQUISITION/PURCHASE REQ. NO.	
5. PROJECT NO. (If applicable)		6. ISSUED BY HPOD US Environmental Protection Agency Ariel Rios Building 1200 Pennsylvania Avenue, N. W. Mail Code: 3803R Washington DC 20460		7. ADMINISTERED BY (If other than Item 6) CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) ECS Federal, Inc. Attn: (b)(4) 2750 PROSPERITY AVENUE, SUITE 600 FAIRFAX VA 220314312		(X) 9A. AMENOMENT OF SOLICITATION NO.		9B. DATED (SEE ITEM 11)	
CODE (b)(4)		FACILITY CODE		X 10A. MODIFICATION OF CONTRACT/ORDER NO. GS-35F-0601K EP-G12H-00442 10B. DATED (SEE ITEM 13) 07/30/2012	

# 11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.  
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

## 12. ACCOUNTING AND APPROPRIATION DATA (If required)

## 13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 43.103 (a) (3)
	D. OTHER (Specify type of modification and authority)


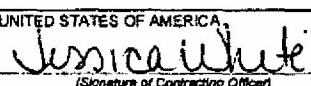
E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 1 copies to the issuing office.

## 14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

DUNS Number: (b)(4)  
EZ TECH SERVICES  
TOPO: Roseann Clark

This modification revises section 10. CONTRACT ADMINISTRATION REPRESENTATIVES to replace Holly Fenderson with Roseann Clark as the TOCOR and revises Task 9A.I to extend the performance of performance through November 30, 2013.  
Period of Performance: 08/01/2012 to 09/30/2014

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Anthony J. Schullen Sr. Vice President		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Jessica White	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 11/6/13	16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)	16C. DATE SIGNED 11/6/13

I. Section 10. CONTRACT ADMINISTRATION REPRESENTATIVES is modified as follows:

**10.    CONTRACT ADMINISTRATION REPRESENTATIVES**

Contracting Officer Representative(s) for this contract:

**Task Order Contracting Officer Representative (TOCOR):**

Roseann Clark  
USEPA Headquarters  
Ariel Rios Building  
1200 Pennsylvania Avenue, N. W.  
Mail Code: 2832T  
Washington, DC 20460  
Office: (202) 564-1369  
Email: [clark.roseann@epa.gov](mailto:clark.roseann@epa.gov)

II. **Task 9A - Deployment and Technology Refresh Strategy Plan** is modified to extend the period of performance through November 30, 2013. See Attachment I-9A.

**Task Order Under Optional CLIN**

**CLIN No.:** 0009 – Future Projects and Services  
**Task No.** 9A.I

**Title:** Windows 7 Upgrade – Phase 1

**Task POC:** Ming Chang, 202-566-0619 (Primary)  
 Sam Ahad, 202-566-2128 (Alternate)  
 Nathan Hintz, 202-566-0761 (Alternate)

**Scope:** Services to be performed under this task are described in section 3.2.12 of the SOW and as detailed and clarified in the Task Statement of Work (TSOW) attached hereto. Performance shall be conducted in accordance with the attached TSOW and in accordance with the contractor's quote originally dated June 13, 2013 and as revised on July 1, 2013, which is approved and hereby incorporated by reference. Should any inconsistencies between the TSOW and the contractor's quote arise, the TSOW shall prevail.

**Deliverable(s):** As described in the TSOW.

**Applicable Section of SOW:** 3.2.12 Desktop and Configuration Management Deployment and Technology Refresh Strategy

**Task Price.** The fixed price of this task is \$491,139.00, inclusive of labor and ODCs

**Task Type:** Firm-Fixed Price

**Period of Performance:** July 15 – November 30, 2013

**Inspection and acceptance criteria:** Performance will be inspected and accepted in accordance with FAR 52.246-4, Inspection of Services—Fixed Price (AUG 1996), including conformance with the Service Level Agreements set forth in Appendix A.20 of the SOW.

**Payment:** Payment shall be made within 30 calendar days of receipt of the contractor's monthly invoice and based on successful completion, inspection, and acceptance of the final plan and in accordance with the following payment schedule:

CLIN	Task	Description	Fixed Price	Quantity	Unit of Measure	Total Price
009	9A.I Windows 7 Upgrade – Phase 1	Pre-Deployment	(b)(4)	1	Job	(b)(4)
		Successful Deployment for 260 Users		1	Job	
		Successful Deployment for 725 Users		1	Job	
		Post- Deployment / Task Completion		1	Job	
		Other Direct Costs [Amount indicated is a not-to-exceed ceiling.]	—	—	—	\$12,600.00

**Invoicing instructions:** Invoices shall be submitted in accordance with section 6. Invoices – RTP Finance.

**Task Order Under Optional CLIN**

**CLIN No.: 0009 – Future Projects and Services**

**Task No. 9A.I**

**ODCs:** Not-to-exceed ceiling of \$12,600.00 for 15 mobile devices and 15 external drivers. ODC costs incurred will be reimbursed on an actual costs incurred basis upon submission and verification of evidentiary documentation (i.e., receipts)

**Terms, Conditions, and Clauses Specific to this Task:**

- Section 9. MONTHLY FIXED PRICE FINANCIAL REPORT
- Section 11. TASK ORDER SPECIAL TERMS AND CONDITIONS, unless designated as applicable to only T&M CLINS